

HONDA

American Honda Motor Co., Inc.
1818 Torrance Boulevard
Torrance, CA 90501-2748
Phone (310) 783-2000

RECEIVED
NVS-210

January 31, 2003

2003 FEB -5 P 1:53

NVS-213day
PE02-081

OFFICE OF DEFECTS INVESTIGATION

Mr. Jeffrey Quandt, Chief
Vehicle Control Division
Office of Defects Investigation
U.S. DEPARTMENT OF TRANSPORTATION
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Dear Mr. Quandt:

In reply to your letter dated November 21, 2002, we are submitting the following responses for model year 2001-2003 Acura 3.2TL and 2001-2003 Acura 3.2CL reports of alleged automatic transmissions causing sudden deceleration or fully disengaging. The 2000 model year 3.2TL was included in our warranty extension and is therefore also included in this response. This response includes material that is redundant to our first submission. All data as of November, 30, 2002 are included.

1. State by model and model year the number of subject vehicles Honda has manufactured for sale or lease in the United States. Produce an electronic table of the following information for each subject vehicles included in your answer to the proceeding question.
 - A. Vehicle identification number (VIN);
 - B. Date of build;
 - C. Warranty/service start date; and
 - D. U.S. state where the vehicle was originally sold.

Provide the table in Microsoft Access 2000, or a compatible format, titled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table designed for this submission.

Response:

The data elements "A" through "D" are filed on the enclosed data collection disk.

Model	Model Year	Sales as of 11/30/2002
Acura 3.2TL	2000	74,582
	2001	26,720
	2002	67,518
	2003	59,886
Acura 3.2CL	2001	40,784
	2002	6,060
	2003	9,476
Total		285,026

2. State the number of, and provide copies of all documents relating to the alleged defect in the subject vehicles, from each of the following categories, either received or authorized by Honda, or of which Honda are otherwise aware.

- A. Consumer complaints, including those from any fleet operator;
- B. Field reports, including dealer reports;
- C. Reports involving a crash, injury or fatality, based on claims, consumer complaints, field reports, notices and warranty claims;
- D. Property Damage claims, including those that do not involve a crash;
- E. Third-party arbitration proceedings where Honda is or was a party to the arbitration; and
- F. Lawsuits, both pending and closed, in which Honda is or was a defendant or codefendant.

Furnish a total number for each category separately, and provide copies of all requested documents, whether or not they have been verified by Honda. For each category, organize the documents in separate enclosures and within each enclosure by file/report number or other logical means. Honda's response shall include, but not be limited to, (1) all reported incidents that have occurred or may have occurred, at least in part, due to circumstances, conditions, or problems caused by the alleged defect in the subject vehicles; (2) complaints or information provided by fleets, consumer groups, government agencies, insurance companies, and other entities that have provided such information to Honda; and (3) all crash, injury, or fatal incidents, regardless of whether any claim, proceeding, or lawsuit is or was involved, or whether or not each has been verified by Honda. Multiple incidents involving the same vehicle are to be counted separately.

For items "c" through "f" the documentation provided should also include Honda's file number; a summary of alleged component failure and causal factors; Honda's assessment of the failure with a description of the significant underlying facts and evidence; and the identity of all involved parties, caption, court, docket number, and filing date (items "e" and "f" only).

Response: See Attachments Q2A, Q2B, Q2C, Q2E, Q2F.

The total number of reports for the population described above is stated in the table below. Some minor injuries are alleged, but no fatalities have been reported.

Multiple incidents involving the same vehicle have been counted separately, and we have endeavored to indicate in the copies whether a report relates to a multiple incident. Some vehicles have multiple reports for the same incident, which have been counted as one incident. Each multiple report copy is included in the attachment and are either stapled together as a group or separated with sheets of colored paper.

Model	Model Year	A Consumer/ Fleet Reports	B Field/ Dealer Reports	C Crash, Injury, Fatality Reports	D Property Damage	E Third-Party Arbitration	F Lawsuits
Acura 3.2TL	2000	4	4	0	0	0	0
	2001	8	24	4	0	0	0
	2002	10	20	1	0	0	0
	2003	3	1	1	0	0	0
Acura 3.2CL	2001	18	18	3	0	5	1
	2002	4	3	0	0	0	0
	2003	1	1	0	0	0	0
TOTALS		48	71	9	0	5	1

3. For each such report, event, complaint or incident within the scope of request number 2 above, produce an electronic table of the following information:

- A. Honda file number;
- B. Honda category as stated in Response 2 (2a: Consumer complaints, 2B: Field reports, etc.);
- C. Vehicle owner and fleet name (and fleet contact person), address, and telephone number;
- D. Vehicle's VIN, make, model, model year and mileage at time of incident;
- E. Incident date;
- F. The date the report was received by Honda;
- G. Whether a crash is alleged;
- H. Whether property damage is alleged;
- I. Number of alleged injuries, if any; and
- J. Number of alleged fatalities, if any.

Provide the table in Microsoft Access 2000, or a compatible format, titled "QUESTION 2 DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table designed for this submission.

Response:

The data elements "A" through "J" are filed on the enclosed data collection disk.

4. State by model and model year a total number of warranty claims; extended warranty claims; goodwill claims; field, zone, or similar adjustments and reimbursements that have been received by Honda to date that relate, or could relate, to the alleged defect in the subject vehicles. Describe the search criteria, including all labor operations and problem codes, used by Honda in responding to this request. Produce a copy of all problem codes, problem code descriptions, labor operation numbers and labor operation number descriptions applicable to the subject component and the alleged defect.

For each claim within the scope of the first paragraph of this request, produce an electronic table of the following information:

- A. Honda's claim number;
- B. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- C. VIN;
- D. Repair date;
- E. Repair mileage;
- F. Repairing dealer name, phone number and city and state or ZIP code;
- G. Labor operation number;
- H. Problem code;
- I. Replacement part number(s);
- J. Customer concern summary; and
- K. Dealer/technician comment information.

Provide the table in Microsoft Access 2000, or a compatible format, titled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table designed for this submission.

Response:

Honda's warranty system does not collect vehicle owner name and telephone number, nor does it have a field for "K," dealer/technician comment summary. The data elements "A" through "J" are filed on the enclosed data collection disk.

The search criteria began with the subject vehicles: MY2000-2003 TL and MY2001-2003 CL. Regular and goodwill warranty claims were pulled using a defect code for transmission replacement (584). Then each claim record was manually reviewed for correlation to the alleged defect. Finally, the VOQs enclosed with NHTSA's letter were cross-referenced to warranty claim records. If a transmission warranty claim was found for a VOQ VIN that was not in the data pull, it was added (in some cases, the contention description of the warranty claim differed from the VOQ narrative, or the dealership did not use the 584 defect code). Campaign claims for the subject vehicles were pulled using the campaign contention code of L73, which is the code assigned to the transmission warranty extension.

Model	Model Year	Warranty Claims	Extended Warranty Claims	Goodwill
Acura 3.2TL	2000	40	209	8
	2001	42	183	3
	2002	62	295	1
	2003	6	9	0
Acura 3.2CL	2001	85	252	8
	2002	4	15	0
	2003	0	3	0
TOTALS		239	966	20

5. Furnish a copy of each service or technical document(s), including (but not limited to) bulletins, advisories, informational documents, training documents, or other communications that relate to, or may relate to, the alleged defect in the subject vehicles that Honda has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. Also, include this information for any such communication that Honda is aware of which may be produced, distributed, or made available within the next 120 days.

Response: See Attachment Q5.

No communications are planned within the next 120 days. Below is a chronology of service communications issued by Honda that are related to the alleged defect:

05/2002	Tech Line summary sent to dealers included a transmission article about erratic shifting, slipping, engine rpm flare at upshifts, won't move.
09/19/2002	E-mail to all dealer general managers, sales managers and service managers regarding automatic transmission warranty extension.
10/03/2002	E-mail to all dealer general managers, sales managers and service managers regarding automatic transmission warranty extension.
10/11/2002	Service bulletin 02-027 regarding automatic transmission warranty extension.
12/17/2002	E-mail to all dealer service managers and technicians about an improved transmission repair.

6. State the number of assessments, analysis, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") pertaining to the alleged defect in the subject vehicles that have been conducted, are planned or are being planned by, or for, Honda. For each such action identified, provide copies of all relevant documents, as a separate enclosure and in chronological order. This should include, but not be limited to, action plans, final reports and presentations with the original file names and dates, regardless of whether the documents are in interim, draft, or final form. And finally, for each such action identified in the number stated in response, produce a summary to include the following information:

- A. Study title, identifier or ID number;
- B. The actual or planned start date;
- C. The actual or planned end date;
- D. Brief summary of the objective of the action;
- E. Engineering group/supplier responsible for conducting the action; and,
- F. Findings or conclusions of the action.

Response: *See Attachment Q6-A for copies of relevant documents*
 See Attachment Q6-B for the summary

7. From the start of production of the subject vehicles, identify and describe all modifications or changes made by, or on behalf of, Honda in the manufacture, design, supply, material composition, quality control or installation of the subject components, and all components thereof, originally or otherwise installed in the subject vehicles, which may relate to the alleged defect in the subject vehicles. The following information must be included for each such modification or change:

- A. The date on which the modification or change was incorporated into vehicle production;
- B. A description of the modification or change;
- C. The reason(s) for the modification or change;
- D. The part number(s) of the modified part and any previous part(s);
- E. Whether the original unmodified component was withdrawn from sale, and if so, when; and
- F. When the modified component(s) was made available as a service component; and,
- G. Whether the modified or changed components can be interchanged with earlier production components.

Also, include the above information for any modification or change that Honda is aware of which may be produced, distributed, or made available within the next 120 days.

Response:

Modification #1

- A. January 25, 2002 for Countershaft; April 5, 2002 for Oil Guide Plate.
- B. Tolerance on diameter of hole in oil supply area of the countershaft component was changed. Tolerance on outside diameter of oil supply area of the oil guide plate was changed.
- C. To increase the supply volume of lubricating oil to 3rd clutch on countershaft.
- D. Counter shaft: 23220-P7W-030 (Previous Part: 23220-P7W-020)
Oil Guide Plate: 23225-P7W-000
- E. Not withdrawn from sales.
- F. August 2002.
- G. Interchangeable.

Modification #2

- A. May 3, 2002
- B. Hydraulic pressure timing characteristics at shift were changed to reduce the thermal loading of the clutch.
- C. To reduce heat generation in the 3rd clutch during hydraulic pressure switching at shifts.
- D. 37820-PJE-A62 (Previous Part: 37820-PJE-A61)
37820-PJE-L62 (Previous Part: 37820-PJE-L61)
37820-PGE-A58 (Previous Part: 37820-PGE-A57)
- E. Not withdrawn from sales.
- F. June 2002 for 37820-PJE-A62/L62; May 2002 for 37820-PGE-A58.
- G. Interchangeable.

Modification #3

- A. November 25, 2002
- B. Clutch plate surface roughness standard was changed for all plates.
Surface roughness evaluation standard was added.
- C. Reducing the surface roughness of the clutch plates reduces the clutch friction disks' wear.
- D. 22650-P7W-023 (Previous Part: 22650-P7W-013)
- E. Not withdrawn from sales.
- F. December 2002.
- G. Interchangeable.

Modification #4

- A. November 12, 2002
- B. Embossed stoppers were added to the filter's ring binder.
Ring binder shape was changed.
- C. To improve separation strength of filtering material in automatic transmission fluid strainer.
- D. 25420-P7W-003
- E. Not withdrawn from sales.
- F. December 2002.
- G. Interchangeable.

Modifications planned in the next 120 days:

- A. Planned for February 2003.
- B. For the counter shaft component:
Change tolerance on plug press fit depth.
For the counter shaft plug:
Change inside diameter surface chamfer dimension.
Lubricating oil passage scaling width was increased.
For C-3 gear:
Change thrust bearing inside diameter.
Increase lubricating oil passage width.
For the thrust washer:
Oil passage shape and tolerance on overall width were changed.
Increase lubricating oil passage width.
- C. To increase lubrication rate of AT 3rd clutch.
- D. 23220-P7W-040
23322-P7W-030
23451-P7W-010 (Previous Part: 23451-P7W-000)
90520-P7W-010 (Previous Part: 90520-P7W-000)
90521-P7W-010 (Previous Part: 90521-P7W-000)
90522-P7W-010 (Previous Part: 90522-P7W-000)
90523-P7W-010 (Previous Part: 90523-P7W-000)
- E. Not applicable.
- F. Unknown.
- G. Interchangeable.

8. State the number of each of the following that Honda has sold for use in the subject vehicles by component name, part number (both service and engineering); supplier; and month/year of sale:

- A. Subject component; and,
- B. Any kits or service components that have been released, or developed, by Honda for use in service repairs to the subject component/assembly.

For each of the above component part numbers, provide the supplier name and address and the name, title, and telephone number of the appropriate point of contact, and state, by model and model year, all vehicles in which it is used.

Response:

Supplier name and address:

Honda Transmission Manufacturing, 6962 State Route 235N, Russels Point, OH 43348.

Contact name:

William Willen, Managing Counsel, AHM Product Regulatory Office (310) 783-3280.

- A. See attachment Q8.
- B. No kits have been developed. NHTSA will observe that the word "kit" is used in some of the part name descriptions for remanufactured transmissions in our parts demand attachment, however these are not actually kits.

9. Furnish Honda's assessment of the alleged defect in the subject vehicle, including:

- A. The causal or contributory factor(s);
- B. The failure mechanism(s);
- C. The failure mode(s);
- D. The risk to motor vehicle safety that it poses;
- E. What warnings, if any, occupants and other motorists would have that the alleged defect was on the verge of occurring or that the subject component was on the verge of malfunctioning; and
- F. The reports included with this inquiry.

Response:

- A. Excessive wear of the 3rd clutch and, in rare cases, clogging of the strainer leading to separation of filtering material and loss of filtration function.
- B. If the 3rd clutch is excessively worn, wear particles from the clutch disc accumulate in the strainer. These particles cause a drop in hydraulic pressure or insufficient lubrication that accelerates wear of the 3rd clutch and causes further accumulation of wear particles on the strainer. If the vehicle is driven further, suction can force the strainer out of position, allowing contaminants to reach the hydraulic controls. The combination of lower pressure and hydraulic control contamination causes improper shift valve operation which can, in rare cases, cause the transmission to downshift to 2nd gear. Refer to page 3 (mechanism) in the attachment titled "Automatic Transmission Problem" in Q6-A.
- C. Poor shifting performance such as 2-3 upshift flare, judder, delayed shifts and if the vehicle is driven further, in very rare cases, downshift to 2nd or reduced output from 3rd gear.
- D. Based on the reasons below, we do not believe that the downshift to 2nd symptom poses a significant risk to motor vehicle safety.
 - 1. Even if a downshift to 2nd occurs, there isn't much change in vehicle speed. Refer to pages 4 to 7 (change of the vehicle speed) in the attachment titled "Automatic Transmission Problem" in Q6-A.
 - 2. The vehicle maintains straight-line stability regardless of the vehicle speed and whether the road surface is dry or wet. When cornering at speed or in wet weather or other driving conditions that are marginal in view of tire traction, a momentary deceleration can cause increased understeer, but such understeer is slight and is not accompanied by any change in yaw, and the vehicle immediately returns to its path. Refer to page 11 (vehicle stability verification result) in the attachment titled "Automatic Transmission Problem" in Q6-A.
 - 3. A drop in modulator pressure is not likely to occur when the vehicle speed is high, and therefore, the probability of downshift to 2nd at high vehicle speed is slight. Refer to pages 8 to 9 (the relationship between the engine rpm and the modulator pressure) in the attachment titled "Automatic Transmission Problem" in Q6-A.
- E. Several symptoms occur that forewarn the driver that a transmission problem has developed. The clutch slips when the accelerator is pressed, or the engine rpm flares up when the transmission shifts up, or the transmission exhibits a large amount of slip on 2-3 upshift, transmitting less power.

- F. Honda acknowledges that many of the 35 reports included with this inquiry are representative of the transmission problems our customers have experienced. Allegations of disabled vehicles due to the transmission symptoms discussed are few in number and are unverified. The descriptions given by the driver seem to be erroneous and not realistic. All our information indicates that a driver receives adequate warning that the transmission is deteriorating. If the driver continues to drive the car after the transmission begins to exhibit the symptoms discussed, the potential exists for an eventual downshift to 2nd gear or reduced output from 3rd gear. Even so, such occurrences have been rare.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



William R. Willen
Managing Counsel
Product Regulatory Office

WRW:kc

Attachments

Attachment Q2-A



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8383
DC METRO AREA (202) 388-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

21-DEC-2001

Old or
rt_01
ed_01
up_01

Reference No.

755823

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
in the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☐ YES ☐ NO

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at base of windshield on driver's side)</small> 19LUA56781A024235	Vehicle Make ACURA	Vehicle Model ACURA	Vehicle Year 1992	Current Odometer Reading
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Purchase Date 01-JAN-2000	Dealer's Name	Engine Size (CID/CCL) 3200	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No. Cylinders	
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passenger's Side Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other
			Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 67300000	Part Name(s) POWER TRANSMISSION: AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 18-DEC-2001	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 18000		
	Vehicle Speed at Failure(s) 40		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION FAILURES THIS MAY BE A SAFETY HAZARD. IF THE TRANSMISSION FAILURE OCCURS WHILE DRIVING THE VEHICLE, THE VEHICLE SOMETIMES SLOWS DOWN ABRUPTLY, ESPECIALLY WHEN THE DRIVER IS ACCELERATING. FOR EXAMPLE, WHEN TRYING TO PASS SOMEONE, THE TRANSMISSION WILL SUDDENLY LEAVE THE ENGINE REVVING HIGH, BUT THE CAR WON'T ACTUALLY ACCELERATE AND ACTUALLY SLOWS DOWN, SOMETIMES VERY NOTICEABLY. THIS CAN CAUSE SOMEONE TO REAR END YOU IF THEY'RE COMING UP FROM BEHIND YOU NOT EXPECTING YOU TO SUDDENLY COME TO HALT FOR NO APPARENT REASON.

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8383
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 256

Date Received

23-JAN-2002

Od. or
rt. dt
pd. rt
up. jr

Reference No.

757238

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☐ YES ☐ NO

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located on lower left of windshield on driver's side)</small> 19UYA42631A020670	Vehicle Make ACURA	Vehicle Model CL	Vehicle Year 2001	Current Odometer Reading
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Purchase Date 01-FEB-2001	Dealer's Name	Engine Size (CID/CC) 3.2L	Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No. Cylinders	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Passenger's Side Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300808	Part Name(s) POWER TRAIN/TRANSMISSION/AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 18-DEC-2001	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 23040		
	Vehicle Speed at Failure(s) 20		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THIS FAILURE IS APPARENTLY WIDESPREAD IN THIS AND SIMILAR MODELS OF HONDA. THIS SUDDEN FAILURE CAN CAUSE SERIOUS ACCIDENTS. PLEASE EVALUATE FOR RECALL. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

T/L Ref #: 1152184	Created By: SCOTTV	Date Created: 12/06/2002	Last Edited By: SCOTTV
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Code: Original Complaint:
P0730 SHFT CNTRL PRBLM

Probable Cause; Solution:
REMAN A/T ORDERED 12/6/02

Alt Codes:

Status: ATR

KB Source:

Title/Subject:

Mileage: 43649

<p>Order #: 251184</p> <p>Agent: MIKE TZ: 3</p> <p>Phone: (516) 561-7470</p> <p>Rep/Gr: YVETTE PLAUCHOW</p> <p>Address: AGORA OF VALLEY STREAM 55 WEST MERRICK ROAD VALLEY STREAM, NY 11580-5149</p> <p>Phone: (516) 561-7470 Fax: (516) 561-7896</p> <p>Rep Name: GARY NICHOLS</p> <p>Phone: 1-800-762-7627</p>	<p>VIN: 19LVA42631A020870 Ent:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Trans: 5AT Trim/Grade: TYPE 9</p> <p>Color: 2DR W/O: 2</p> <p>Prod: MARYSVILLE Country: USA</p> <p>Date: 12/01/2001 Type: 3.2L DO: 12L</p> <p>Acc: P/S, SR, SRC, AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans:</p> <p>Em Type: W/O: Prod Reg #:</p>
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Tech Line Suggests

Information from Dealer

12/06/02 13:14:51 SCOTTV:----->REMAN A/T ORDERED 12/06/02
----->P0730, P0780

Case Details

Case ID : B012001-12-2800058 Division : Acura - Auto Condition : Closed Open Date : 12/28/2001 7:54:13
 Case Originator : Rosalyn Earl Sub Division : Customer Relations Status : Closed Close Date : 3/19/2002 2:23:42 PM
 Case Owner : Geremy Birkshaw Method : Phone Queue : Days Open : 75
 Point of Origin : Customer Wipin :
 Base Title : DENNIS BASS - GN-VALLEY STREAM-TRANSMISSION No. of Attachments : 1

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : KINGS PARK, NY
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA42631A020670
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4261PNW / B
 Miles / Hours : 23,000
 In Service Date : 1/25/01
 Months in Use : 11
 Engine Number : J32A21013982
 Originating Dealer No. / Name : 251134 / ACURA OF VALLEY STREAM
 Selling Dealer No. / Name : 251134 / ACURA OF VALLEY STREAM
 Trim : TYPE-S
 No. of Doors : 2
 Transmission Code : SAT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 251134 / ACURA OF VALLEY STREAM
 Phone No. : 516-561-7470
 Address : 56 WEST MERRICK ROAD
 City / State / Zip : VALLEY STREAM, NY 11580
 Svc District / Sls District : 05E / C05
 Warranty Labor Rate / Date : \$82.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012001-12-2800058-1 / DENNIS BASS - PRODU	Subcase Closed	Product	Operation	218	Automatic Trans	

Issue Details

Issue ID : B012001-12-2800058-1 Type 1 : Product Condition : Closed Within :
 Issue Originator : Jeremy Birkinshaw Type 2 : Operation Status : Subcase Close Open Date : 1/3/02 8:00:15 AM
 Issue Owner : Jeremy Birkinshaw Queue : Close Date : 1/11/02 1:45:24 PM
 Issue Title : DENNIS BASS - PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision in Favor Of :

Resolutions : Repaired/Warranty

NPS Number :

Claim Auth Info :

VIN No. : Repair Order Date :
 Dealer No. : Expiration Date :
 Claim No. : Last Updated On :
 Requested Amount : Parts Amount : \$0.00
 Reimbursement Amount : Labor Amount : \$0.00
 Maximum Claim Amount : \$0.00
 Error Codes :

Check Req Info :

VIN Type / No. :
 Engine Serial No. : Delivery Date :
 Check Requisition No. : Status :
 Division : Cost Center :
 Contention Code : Approval Date :
 Defect Code : Check No. :
 Category : Check Date :
 Primary Amount : \$0.00
 Incidental Type 1 / Amount : / \$0.00
 Incidental Type 2 / Amount : / \$0.00
 Total Amount : \$0.00
 Payee Name :
 Payee Phone No. :
 Address :
 City / State / Zip :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
06200-PGF-010RM	WARRANTY A/T	Warranty

Claim Auth Notes :

Case History

Case ID : B012001-12-2800058

Case Title : DENNIS BASS -GN-VALLEY STREAM-TRANSMISSION

*** CASE CREATE 12/28/01 7:54:13 AM, rearl

Contact = , Priority = N/A, Status = Solving.

*** NOTES 12/28/01 7:54:13 AM, rearl, Action Type :

Client states that his replacement transmission has been on back order for almost four weeks. Client states that he feels he is receiving horrible service from Acura, and is very upset that a part would take this long to get to the dealer.

*** CASE MODIFY 12/28/01 7:54:15 AM, rearl

into WIP default and Status of Solving.

*** CASE MODIFY 12/28/01 7:54:47 AM, rearl

into WIP default and Status of Solving.

*** CASE ASSIGN 12/28/01 7:54:50 AM, rearl

B012001-12-2800058 to gbirkins, WIP

*** CASE RULE ACTION 12/28/01 7:54:51 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/3/02 7:58:46 AM, gbirkins

into WIP default and Status of Solving.

*** NOTES 1/3/02 7:59:46 AM, gbirkins, Action Type : Dealer Communication

Dear service manager:

Client states that his replacement transmission has been on back order for almost four weeks. Client states that he feels he is receiving horrible service from Acura, and is very upset that a part would take this long to get to the dealer.

THIS IS FYI

Jeremy Birkinshaw

Acura-Client Services

*** SUBCASE B012001-12-2800058-1 CREATE 1/3/02 8:00:15 AM, gbirkins

Created in WIP Default with Due Date 1/3/2002 8:00:15 AM.

*** COMMIT 1/3/02 8:04:32 AM, gbirkins, Action Type : N/A

*** CASE MODIFY 1/4/02 9:42:10 AM, gbirkins

into WIP Gary Noll and Status of Solving.

*** CASE MODIFY COMMITMENT 1/4/02 1:58:56 PM, gbirkins

with DENNIS BASS due 01/07/02 09:00:00 AM.

*** CASE MODIFY COMMITMENT 1/7/02 2:29:49 PM, gbirkins

with DENNIS BASS due 01/08/02 09:00:00 AM.

*** CASE MODIFY COMMITMENT 1/8/02 2:18:45 PM, gbirkins

with DENNIS BASS due 01/09/02 09:00:00 AM.

*** CASE MODIFY COMMITMENT 1/9/02 2:10:23 PM, gbirkins

Case History

Case ID : B012001-12-2800058 Case Title : DENNIS BASS -GN-VALLEY STREAM-TRANSMISSION
with : due 01/10/02 09:00:00 AM.
*** CASE MODIFY COMMITMENT 1/10/02 2:19:25 PM, gbirkins
with : due 01/11/02 09:00:00 AM.
*** CASE MODIFY 1/11/02 1:30:14 PM, gbirkins
into WIP Gary Noll and Status of Solving.
*** NOTES 1/11/02 1:31:31 PM, gbirkins, Action Type : Call to Dealer
Mark at dealer states this car was picked up on 1-2-02.
*** NOTES 1/11/02 1:45:11 PM, gbirkins, Action Type : Call to Customer
Client states his car is fine now, however he is waiting on one part from the dealer. Client states he will contact ACS if he has any further problems.
Closing case.
*** SUBCASE B012001-12-2800058-1 CLOSE 1/11/02 1:45:24 PM, gbirkins
Status = Solving, Resolution Code = Instruction Given
*** CASE CLOSE 1/11/02 1:45:27 PM, gbirkins
Status = Closed, Resolution Code = Instruction Given, State = Open
*** CASE RULE ACTION 1/25/02 7:54:13 AM, sa
Action owner - 30 days of rule Case Closure fired
*** CASE RULE ACTION 2/8/02 7:54:13 AM, sa
Action owners super - 45 days of rule Case Closure fired
*** CASE REOPEN 3/13/02 1:22:40 PM, gbirkins
with Condition of Open and Status of Solving.
*** CASE MODIFY 3/13/02 1:35:04 PM, gbirkins
into WIP default and Status of Solving.
*** CASE MODIFY 3/13/02 1:35:06 PM, gbirkins
into WIP default and Status of Solving.
*** CASE MODIFY 3/13/02 1:35:18 PM, gbirkins
into WIP default and Status of Solving.
*** CASE MODIFY 3/13/02 1:35:53 PM, gbirkins
into WIP default and Status of Solving.
*** CASE ADD ATTACHMENT 3/13/02 2:11:23 PM, gbirkins
Added attachment dennis with path X:\CRMS\Acura Division\GBirkins\haw\Warrext-trans.dennisbass.doc.
*** NOTES 3/13/02 2:15:02 PM, gbirkins, Action Type : Letter/Fax
Client wrote in stating how did-satisfied he is with the quality of his car.
*** NOTES 3/13/02 2:17:06 PM, gbirkins, Action Type : Call to Customer
Advised client as an attempt to regain his confidence I would send him a letter that would extend the warranty on his transmission to 5 years or 75,000 miles, whatever comes first. Client thanked me for the offer. Closing case.
*** CASE CLOSE 3/13/02 2:23:42 PM, gbirkins
Status = Closed, Resolution Code = Instruction Given, State = Open



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 386-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 250

Date Received

26-FEB-2002

Od. or
Pl. dt
ed. rt
up. ltr

Reference No.

758634

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>Located at bottom of dashboard on driver's side</small> 1BUUA56922AD20558	Vehicle Make ACURA	Vehicle Model 2.5TL	Vehicle Year 2002	Current Odometer Reading
---	-----------------------	------------------------	----------------------	--------------------------

Purchase Date 01-JUL-2001	Dealer's Name	Engine Size (CID/CCL) 3.2	<input type="checkbox"/> Turbo Diesel Gas
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No Cylinders	<input checked="" type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> Passenger's Side Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300800	Part Name(s) POWER TRAIN:TRANSMISSION-AUTOMATIC	Location <input type="checkbox"/> Left Front <input type="checkbox"/> Right Rear	Failed Part(s) <input type="checkbox"/> Original Replacement
No. of Failure 1	Date(s) of Failure(s) 27-DEC-2001	Mileage at Failure(s) 13616	Vehicle Speed at Failure(s) 45
Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No	

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(ES)

TRANSMISSION FAILURE IN A HIGH SPEED CAN CAUSE MAJOR ACCIDENT ON THE FREEWAY (DANGEROUS). *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

Report #:	Created By:	Date Created:	Last Edited By:
1000000	BOBE	12/28/2001	GREGG

Code: Original Complaint:
P0730 SHFT CNTRL PRBLM

Probable Cause; Solution:
REMAN A/T ORDERED 12/28/01

Alt Codes: 2520

Status:

KB Source:

Title/Subject:

Mileage: 13816

<p>Dealer #: 251059</p> <p>Dir Cont: CHRIS SVC. TZ: 0</p> <p>Serv. Ph: (562) 402-5281</p> <p>Serv Mgr: BOB BALDWIN</p> <p>Dir Name: CERRITOS ACURA 18827 STUDEBAKER RD. CERRITOS, CA 90703-5332</p> <p>Phone: 562-402-5281 Fax #: (562) 468-4281</p> <p>DSM Name: KENNETH LIM Zone/Dist: 01 / A</p> <p>Phone: (310) 781-6799 - 18993</p>	<p>VIN: 19UUA56922A020558 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: TYPSTNAV</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR TYPE-S NAVI 60YL 200.0HP 6:2L</p> <p>Acc: P/B, SUN ROOF, ABS, AIR BAG, USA</p> <p>Engine #: Transit:</p> <p>Emi Type:</p> <p>W.O.#: Parts Req #:</p>
--	---

Tech Line Suggests

Information from Dealer

12/28/01 11:40:13 GREGG:----->REMAN A/T ORDERED 12/28/01

----->SLIPS ON UPSHIFT, REVERSE.

12/28/01 11:40:33 GREGG:----- (call back) ----->CHRIS SVC.

SYMPTOMS?----->

*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

- 1.) DID THE CHECK ENGINE LIGHT COME ON?----->YES
IF SO, WHAT WAS THE CODE?----->P0730
 - 2.) WERE YOU ABLE TO REPEAT THE CODE?----->NO
 - 3.) WAS THE ECU REPLACED?----->NO
 - 4.) WERE ANY SOLENOIDS REPLACED?----->NO
 - 5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
PROBLEM?----->202F
 - 6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
 - 7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
 - 8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
PROBLEM?----->MED
 - 9.) GENERAL COMMENTS/INFORMATION?----->SLIPS FWD GEARS AND REVERSE.
- ENGINE SPEED----->2000RPM
- VSS----->47MPH
- C SHAFT SPD----->47MPH
- M SHAFT SPD----->65MPH
- A/T N SWITCH----->OFF
- SS MODE SWITCH----->OFF
- UPSHIFT SWITCH----->OFF
- DOWNSHIFT SWITCH----->OFF
- 3RD PRES SWITCH----->OFF
- 4TH PRES SWITCH----->ON
- A/T 2 SWITCH----->OFF
- A/T D3 SWITCH----->OFF
- A/T D4 SWITCH----->OFF

Tech Line Contact Report

T/L Ref #:	Created By:	Date Created:	Last Edited By:	# of Edits:
1014588	GREGF	12/28/2001	GREGF	2

A/T D5 SWITCH-----	>ON
LOW HOLD SWITCH-----	>
PND SWITCH-----	>OFF
A/T R SWITCH-----	>OFF
BCS-----	>OPEN
A/T SHIFT SOL C-----	>ON
DS INDICATOR-----	>OFF
SHIFT LOCK SOL-----	>OFF
RCT SENSOR-----	>202F
ATF SENSOR-----	>192F
TP SENSOR-----	>0.88V
SHIFT CONTROL-----	>
LINER SOL A COM-----	>0.00A
LINER SOL A ACT-----	>0.00A
LINER SOL B COM-----	>0.00A
LINER SOL B ACT-----	>0.01A
LINER SOL C COM-----	>0.00A
LINER SOL C ACT-----	>0.01
SOL SUPPLY-----	>13.5V
BARO S-----	>2.89V
MAP SENSOR-----	>1.47V



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline
Vehicle Owner's Questionnaire
NATIONWIDE 1-800-424-6393
DC METRO AREA (202) 368-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 255

Date Received

03-JUL-2002

 Odor
Light
Odor
Up No

Reference No.

763789

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☐ YES☐ NO

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> 19UUA56823A016337	Vehicle Make ACURA	Vehicle Model ACURA	Vehicle Year 2003	Current Odometer Reading
--	-----------------------	------------------------	----------------------	--------------------------

Purchase Date 01-MAY-2002	Dealer's Name	Engine Size (CID/CYL) 3.2	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No Cylinders	

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> Passenger's Side Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> Sport/Lit <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
---	---	--	--	---	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 27-JUN-2002	Mileage at Failure(s) 3000	Vehicle Speed at Failure(s) 30
		Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	--------------------------------	---------------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE IN DS WAITING TO LET HEAD-ON TRAFFIC GO, COULD NOT COMPLETE LEFT TURN DUE TO
SUDDENLY DISENGAGED TRANSMISSION, AS IF IN NEUTRAL. *AK

CONFIDENTIAL

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Case Details

Case ID : B012002-06-2700758 Division : Acura - Auto Condition : Closed Open Date : 5/27/2002 1:09:08 PM
 Case Originator : Layne Wakuta Sub Division : Customer Relations Status : Closed Close Date : 5/26/2002 12:31:22 PM
 Case Owner : Allan Baynosa Method : Phone Queue : Days Open : 60
 Point of Origin : Customer Wipbin :
 Case Title : 1062 PD - MICHAEL BEZMAN - TRANSMISSION ISSUE No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : OWINGS MILLS, MD
 E Mail :
 Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 251062 / JOHN HOLTZ ACURA
 Phone No. : 585-385-5544
 Address : 201 LINDEN AVENUE, E.
 City / State / Zip : EAST ROCHESTER, NY 14445
 Svc District / Sls District : 05D / B05
 Warranty Labor Rate / Date : \$76.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56823A016337
 Model / Year : 3.2TE / 2003
 Model ID / Product Line : UA568JW / B
 Miles / Hours : 3,282
 In Service Date : 5/8/02
 Months In Use : 1
 Engine Number : J32A
 Originating Dealer No. / Name : 251062 / JOHN HOLTZ ACURA
 Selling Dealer No. / Name : 251495 / JOHN HOLTZ ACURA
 Trim : TYPE
 No. of Doors : 4
 Transmission Code : SAT
 Exterior Color :
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-06-2700758-1 / MICHAEL BEZMAN - PR	Subcase Close	Product	Operation	218	Automatic Trans	
B012002-06-2700758-2 / MICHAEL BEZMAN - PR	Subcase Close	Product	Operation	218102	AUTOMATIC TRANSMISSION	

Issue Details

Issue ID : 8012002-06-2700758-1 Type 1 : Product Condition : Closed Wipbin :
 Issue Originator : Layne Wakuta Type 2 : Operation Status : Subcase Close Open Date : 6/27/02 1:30:01 PM
 Issue Owner : Layne Wakuta Queue : Close Date : 6/27/02 1:30:38 PM
 Issue Title : MICHAEL BEZMAN - PRODUCT - OPERATING

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc

Campaign Code / Desc : /

Involved Party

Document Ref #

Resolved Through

Decision In Favor Of

Resolutions

Referred to Dealer

Ref # Number

Claims Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reluctance/Parts Amount :

Maximum Claim Amount \$0.00

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount \$0.00

Labor Amount \$0.00

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount : \$0.00

Incidental Type 1 / Amount :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Incidental Type 2 / Amount : / \$0.00

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution File :

Parts Info :

Part No.

Part Description

BO Reason

Claim Auth Notes :

Issue Details

Issue ID : B012002-06-2700758-2 Type 1 : Product Condition : Closed Wipbin :
 Issue Originator : Allan Baynosa Type 2 : Operation Status : Subcase Close Open Date : 8/22/02 1:40:25 PM
 Issue Owner : Allan Baynosa Queue : Close Date : 8/26/02 12:31:17 PM
 Issue Title : MICHAEL BEZMAN - PROBLEM WITH TRANSMISSION

Coding Info :

Labor Code / Desc : 218102 / AUTOMATIC TRANSMISSION AND TORQUE
 CONVERTER - EXCHANGE. USE ONLY WITH A/T R&B

Condition Code Desc : Internal Fail 2182
 Campaign Code / Desc : /
 Involved Party :
 Document Ref. # :
 Resolved Through :
 Decision In Favor Of :
 Resolutions : Assist - MiscL, Assist - AFM 100%
 NPS Number :

Claim Auth Info :

VIN No. : Repair Order Date :
 Order No. : Expiration Date :
 Claim No. : Last Updated On :
 Requested Amount : Parts Amount :
 Reimbursement Amount : Labor Amount :
 Maximum Claim Amount :
 Error Codes :

Check Req Info :

VIN Type / No. : B9 VIN / 19UUA56823A016337
 Engine Serial No. : Delivery Date :
 Check Requisition No. : 2477 Status : PROCESSED
 Division : Acure - Auto Cost Center : 6580
 Contention Code : B99 Approval Date : 8/22/02 1:49:41
 Defect Code : 584 Check No. : 1253818
 Category : Regular Check Date : 8/23/02
 Primary Amount : \$0.00
 Incidental Type 1 / Amount : Rental Car / \$581.12
 Incidental Type 2 / Amount : Travel / \$969.54
 Total Amount : \$1,550.66
 Payer Name : MICHAEL BEZMAN
 Payer Phone No. : 443-777-7179
 Address : 2115 HARMONY WOODS RD
 City / State / Zip : OWINGS MILLS, MD 21117

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
06200-P7W-A3IRM	WARRANTY A/T	Warranty

Claim Auth Notes :

Case History

Case ID : B012002-06-2700758

Case Title : 1062 PD -

- TRANSMISSION ISSUE

*** CASE CREATE 6/27/02 1:09:08 PM, Iwakuta

Contact = Priority = N/A, Status = Solving.

*** NOTES 6/27/02 1:09:09 PM, Iwakuta, Action Type :

Client states is stuck in Toronto with transmission problems.

*** CASE MODIFY 6/27/02 1:19:52 PM, Iwakuta

into WIP default and Status of Solving.

*** NOTES 6/27/02 1:28:52 PM, Iwakuta, Action Type : Call from Customer

Client states is at dealer in Toronto at this time. Client states dealer has advised transmission needs to be replaced and the part will take 3 days to order.

Client states vehicle can be driven but vehicle will stall. Client states is on his way to Rochester, NY and would like to know if a dealer in Rochester

can be contacted so that the needed parts can be ordered for him so that he can take the vehicle there for repair.

Verified John Holtz Acura in East Rochester, NY. Reviewed the case with a case manager who advised the dealer would not be able to order the transmission until client took his vehicle to the dealer. Advised client of contact information for John Holtz Acura. Client states will call dealer to see if they can assist.

*** NOTES 6/27/02 1:29:42 PM, Iwakuta, Action Type : Call from Customer

Dealer note: Please be advised that this client may be contacting you for assistance. Thank you.

*** SUBCASE B012002-06-2700758-1 CREATE 6/27/02 1:30:01 PM, Iwakuta

Created in WIP Default with Due Date 6/27/2002 1:30:01 PM.

*** SUBCASE B012002-06-2700758-1 CLOSE 6/27/02 1:30:38 PM, Iwakuta

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/27/02 1:30:42 PM, Iwakuta

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/27/02 1:47:21 PM, krambo

with Condition of Open and Status of Solving.

*** NOTES 6/27/02 1:56:11 PM, krambo, Action Type : Call from Customer

Customer's call was transferred from roadside to ACS. Customer is now requesting a rental car be provided to him to continue to NY, because he states he can not stay in Canada for 3 days. The customer also requests to drive the rental car to NY and have his vehicle sent to him from Canada once its repaired.

Advised the customer I will forward his concern to a case manager for review, per Peter's case manager will contact the customer within 30 minutes.

*** CASE ASSIGN 6/27/02 1:57:13 PM, krambo

B012002-06-2700758 to abaynosa, WIP 000

*** CASE RULE ACTION 6/27/02 1:57:14 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 6/27/02 2:43:39 PM, abaynosa, Action Type : Call to Customer

Client stated that he is at CAN dealer 2114, 416 867-1577, SA - Steve.

Spoke w/ SA - Steve. SA stated that they have ordered transmission from Montreal, eta 3 days.

Case History

Case ID : B012002-06-2700758

Case Title : 1062 PD

TRANSMISSION ISSUE

Client stated he has to be back at home in MD 6/29. Client stated that issue is he has not transportation and no way of retrieving car. Advised client that he could rent vehicle to go home and we would reimburse as goodwill. Client inquires about retrieving car. Advised client as goodwill I would offer 1 way ticket to p/u car. Client inquires about a companion ticket to assist in driving. Advised client no. Advised client for inconveniences I would offer reimbursement for 3 meals the day he comes down (almost 600 mi. one way). Client appreciated this gesture.

Client stated he would like to think about this some more and will contact me later. Advised client that he could have car towed back to US w/ TLC. Client feels this will prolong repair since he contact John Holtz Acura and they advised it would take 10 days to get transmission. Will await clients call back.

*** CASE MODIFY 6/27/02 2:43:51 PM, abaynosa
into WIP NEW FILES and Status of Solving.

*** NOTES 6/28/02 1:23:05 PM, abaynosa, Action Type : Call to Customer
Left VMM to call me to discuss.

*** CASE MODIFY 6/28/02 1:23:08 PM, abaynosa
into WIP NEW FILES and Status of Solving.

*** NOTES 7/3/02 9:24:22 AM, abaynosa, Action Type : Call from Customer

Client stated that he was contacted by dealership in CAN and advised his car is almost completed, probably by tomorrow. Client advised when dealer confirms car is repaired he will purchase 1 way ticket and retrieve car. Client stated he when he returns he would fax receipts in to me.

*** CASE MODIFY 7/3/02 9:24:26 AM, abaynosa
into WIP 05D - PD and Status of Solving.

*** NOTES 7/5/02 1:14:51 PM, abaynosa, Action Type : Call to Customer

Rec'd message client called. Called client. Client stated he has p/u car and is awaiting statements to fax me. Client stated that he also inquires about a rock chip in w/shield he believes may have been caused by CAN dealer during test drive. Client contends this was not there and brought this up w/ dealer. Dealer pointed out rock chip and advised to contact his insurance. Advised client that there would be virtually be no way to prove if they did or not as he was travelling himself. Advised to contact his insurance co. Client inquires if he can pursue this further. Advised client that this is a CAN dealer and he would have to take the complaint up w/ them or Honda CAN as they are separate from AHM. Client understands this.

*** CASE MODIFY 7/5/02 1:14:56 PM, abaynosa
into WIP 05D - PD and Status of Solving.

*** CASE RULE ACTION 7/25/02 12:09:08 PM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 8/8/02 12:09:08 PM, sa
Action owners supvr - 45 days of rule Case Closure fired

*** CASE CLAIMS LOOKUP 8/22/02 12:44:08 PM, abaynosa

CLAIM CHECK 08/22/02 12:44:08 PM abaynosa

The following Claim History information was found

0; 2002-07-26; 105576; 5223; 284.05; 15.40; 65; 831096; 73111-SOK-A00 ; 251499

*** SUBCASE B012002-06-2700758-2 CREATE 8/22/02 1:40:25 PM, abaynosa

Created in WIP Default with Due Date 8/22/2002 1:40:25 PM.

*** SUBCASE B012002-06-2700758-2 DISPATCH 8/22/02 1:46:30 PM, abaynosa

Case History

Case ID : B012002-06-2700758

Case Title : 1062 PD

- TRANSMISSION ISSUE

from WIP NEW FILES to Queue Ck Req - P. Anderson.

*** CASE MODIFY 8/22/02 1:46:41 PM, abaynosa
into WIP CK - WAIT4FAX and Status of Solving.

*** SUBCASE B012002-06-2700758-2 MODIFY 8/22/02 1:49:41 PM, panderso, Action Type :

Check Requisition for 1,550.66 \$ submitted

Check Requisition for 1,550.66 \$ submitted by panderso

*** SUBCASE B012002-06-2700758-2 ACCEPT 8/22/02 1:50:16 PM, panderso

from Queue Ck Req - P. Anderson to WIP Check Requisition.

*** NOTES 8/22/02 3:17:49 PM, abaynosa, Action Type : Note-General

Rec'd fax of receipts. Client requesting the following:

All monies converted to US \$.

CAN 6/27 Hotel	\$100.77
CAN 6/27 Car rent	\$ 38.10
CAN 6/27 Meals	\$ 103.32 (receipt shows 6/26)
CAN 6/28 Meals	\$ 26.47
CAN 6/28 Parking	\$ 1.99
CAN 6/28 Taxi	\$ 29.78
US 6/28 Car rent	\$ 543.02
US 6/29 Meals	\$ 55.51
US 6/29 Misc.	\$ 21.00
US 7/03 Air fare	\$ 607.97
US 7/03 Taxi tips	\$ 3.00
CAN 7/03 Taxi	\$ 25.53
US 7/03 Hotel	\$ 197.41
CAN 7/04 Hotel services	\$ 37.86
Cell phone	\$ 186.28

TOTAL \$1,977.99

*** NOTES 8/22/02 3:22:27 PM, abaynosa, Action Type : Note-General

Original offer was for rental expenses and 1 way return ticket and 3 meals back down when retrieving car. Reviewed w/ Sup - PA.

*** NOTES 8/22/02 3:26:41 PM, abaynosa, Action Type : Note-General

Will assist w/ the following:

6/27 Hotel	\$ 100.77
6/27 Car rent	\$ 38.10
6/28 Car rent	\$ 543.02
7/03 Taxi	\$ 25.53
7/03 Air fare	\$ 607.97

Case History

TRANSMISSION ISSUE

Case ID : B012002-06-2700758

Case Title : 1062 PD -

7/03 Hotel \$ 197.41

7/04 Hotel serv \$ 37.86

Total \$1550.66

*** NOTES 8/22/02 3:27:17 PM, abaynosa, Action Type : Note-General

Submitted check req.

*** SUBCASE B012002-06-2700758-2 COMMIT 8/26/02 8:03:45 AM, panderso, Action Type : External Commitment

*** NOTES 8/26/02 12:28:37 PM, abaynosa, Action Type : Note-Resolution

Received check req. Sent letter and check. Copy on file. Closing case.

*** CASE YANKED 8/26/02 12:28:53 PM, abaynosa

Yanked by abaynosa into WIPbin NEW FILES.

*** SUBCASE B012002-06-2700758-2 YANKED 8/26/02 12:29:07 PM, abaynosa

Yanked by abaynosa into WIPbin NEW FILES.

*** SUBCASE B012002-06-2700758-2 CLOSE 8/26/02 12:31:17 PM, abaynosa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/26/02 12:31:22 PM, abaynosa

Status = Closed, Resolution Code = Instruction Given, State = Open



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8383
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

08-JUL-2002

Del. or

rt. dt

pd. rt

up. jtr

Reference No.

763835

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☐ YES☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>Located at bottom of dashboard on driver's side</small> 19UUA59631A024037	Vehicle Make ACURA	Vehicle Model 3.2TL	Vehicle Year 2001	Current Odometer Reading
---	-----------------------	------------------------	----------------------	--------------------------

Purchase Date 01-JAN-2001	Dealer's Name	Engine Size (CID/CC) No Cylinders	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag	<input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport Ute <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 87300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 05-JUL-2001	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 25206		
	Vehicle Speed at Failure(s) 50		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Petalite 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I WAS PASSING A VEHICLE IN MY 3.2TL WHEN SUDDENLY THE WHEELS SEEMED TO HAVE LOCKED AND MY CAR CAME ALMOST TO A SCREECHING HALT. THE NEXT DAY I FOUND OUT THAT THE TRANSMISSION FAILED. THIS IS A VERY DANGEROUS SITUATION. THE VEHICLES BEHIND ME COULD HAVE EASILY REAR-ENDED ME AND CAUSED A CHAIN REACTION PILE-UP. LUCKILY THE CAR DID NOT STOP COMPLETELY, SO I WAS ABLE TO RECOVER FROM THE INCIDENT WITHOUT PERSONAL INJURY AND/OR PROPERTY DAMAGE. IT ANGERS ME THAT ACURA IS NOT OWNING UP TO THE APPARENT TRANSMISSION TROUBLES THAT HAVE BEEN OCCURRING. JUST A FEW WEEKS AGO, MY SUPERVISOR INFORMED ME THAT HIS TRANSMISSION FAILED ON HIS 3.2CL AT ONLY 18K MILES. ANOTHER CONCERN IS THAT THE WARRANTY I

CONTINUE ON BACK IF NEEDED

(The Privacy Act of 1974, Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.)

Tech Line Contact Report

TL# 2520
7/09/02
Created By: GREGG
Date Created: 07/09/2002
Last Edited By: GREGG
of Pages: 1

Code: Original Complaint:
2520 SLIPS 2-3

Probable Cause; Solution:
REMAN A/T ORDERED 7/9/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 26208

Dealer #: 251499	VIN: 19UUA56831A024037	Err:
Dir Cont: JUSTIN	Year: 2001	Model: 3.2TL
Serv Ph: (301) 470-3130	Tran: 5AT	Trim/Grade: 3.2TL
Serv Mgr: JOE SEARLES	Doors: 4DR	WD: 2
	Fact: MARYSVILL	Country: USA
Dir Name: TISCHER ACURA	Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L	
3510 FT. MEADE RD.	Acc: P/B, S/R, ABS, AIR BAG, TCS, LEATHER, USA	
LAUREL, MD 20724	Engine #:	Trans#:
Phone: 301-470-3130	Fax #: (301) 496-9027	Em Type:
Gen Name: JOHN GEIGER	Zone/Plat: 02 / F	W.O.B:
Phone: -15933		Parts Req #:

Tech Line Suggests

Information from Dealer

07/09/02 10:55:01 GREGG:----->REMAN A/T ORDERED 7/9/02
----->SLIPS 2-3.

Case Details

Case ID : B012002-07-0800639 Division : Acura - Acura Condition : Closed Open Date : 7/8/2002 9:55:31 AM
 Case Originator : Inhwan Choi Sub Division : Customer Relations Status : Closed Close Date : 7/22/2002 6:42:25 AM
 Case Owner : Jason Stradford Method : Phone Queue : Days Open : 14
 Point of Origin : Customer Wipbin :
 Case Title : 251499 TRANNY - LFT MSO FOR CUST No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : SPRINGDALE, MD 20774
 E Mail :
 Svc District / Site District : /

Current Dealer Info :

Current Dealer No. / Name : 251499 / TISCHER ACURA
 Phone No. : 301-470-3130
 Address : 3510 FT. MEADE RD.
 City / State / Zip : LAUREL, MD 20724
 Svc District / Site District : 02F / C02
 Warranty Labor Rate / Date : \$77.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Revised Incl.

Issues :

Issue ID / Title	Status	Issue Type 1	Labor Code	Labor Code Desc	NPS
B012002-07-0800639-1 / RENEE REYNOLDS - PR	Subcase Close	Product	Operation	218 Automatic Trans	

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56631A024037
 Model / Year : 3.2TL / 2001
 Model ID / Product Line : UA5661JT'W / B
 Miles / Hours : 28,208
 In Service Date : 1/24/01
 Months In Use : 18
 Engine Number : J32A13425180
 Originating Dealer No. / Name : 251499 / TISCHER ACURA
 Selling Dealer No. / Name : 251499 / TISCHER ACURA
 Trim : 3.2TL
 No. of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BX
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issue Details

Issue ID : B012002-07-0800639-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Jason Stradford	Type 2 : Operation	Status : Subcase Close	Open Date : 7/8/02 12:51:08 PM
Issue Owner : Jason Stradford		Queue :	Close Date : 7/22/02 6:42:21 AM
Issue Title : RENEE REYNOLDS - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Offered Incentive

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount : \$0.00

Incidental Type 1 / Amount : / \$0.00

Incidental Type 2 / Amount : / \$0.00

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount : \$0.00

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount : \$0.00

Labor Amount : \$0.00

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.

Part Description

BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-07-0800639

Case Title : RENEE REYNOLDS - 251499 TRANNY - LFT MSG FOR CUST 7-9

*** NOTES 7/8/02 9:55:31 AM, ichoi, Action Type :

Client states that the tranny has gone out on her vehicle. Vehicle is at the dealer right now. Client state that the service writer lady at the dealer advised client that this happens all the time and for client to call Acura for a free extended warranty.

*** CASE CREATE 7/8/02 9:55:31 AM, ichoi

Contact = RENEE REYNOLDS, Priority = N/A, Status = Solving.

*** NOTES 7/8/02 9:57:53 AM, ichoi, Action Type : Call from Customer

ACS apologized for frustrations and advised that concerns have been documented, however acura does not simply provide free extended warranties to whom ever requests it. Client was advised that Acura, the manufacturer's obligation is to repair the vehicle under the factory warranty. Client was advised that case can certainly be reviewed for possible assistance, however there is no guarantee of assistance. Client was advised that she will be contacted in 2-3 business days by a case manager. Client understood.

*** CASE MODIFY 7/8/02 9:58:05 AM, ichoi

into WIP New Cases and Status of Solving.

*** CASE ASSIGN 7/8/02 9:58:17 AM, ichoi

B012002-07-0800639 to jstradfo, WIP ☐ ☒

*** CASE RULE ACTION 7/8/02 9:58:18 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE B012002-07-0800639-1 CREATE 7/8/02 12:51:08 PM, jstradfo

Created in WIP Default with Due Date 7/8/2002 12:51:08 PM.

*** CASE MODIFY 7/8/02 12:51:49 PM, jstradfo

into WIP default and Status of Solving.

*** COMMIT 7/8/02 12:51:55 PM, jstradfo, Action Type :

*** SUBCASE B012002-07-0800639-1 NOTES 7/8/02 12:52:03 PM, jstradfo, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Client states that the tranny has gone out on her vehicle. Vehicle is at the dealer right now. Client state that the service writer lady at the dealer advised client that this happens all the time and for client to call Acura for a free extended warranty.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Jason Stradford
Acura Client Services

*** CASE MODIFY 7/8/02 12:52:06 PM, jstradfo

Case History

Case ID : B012002-07-0800639

Case Title

251499 TRANNY - LFT MSG FOR CUST 7-9

into WIP default and Status of Solving.

*** SUBCASE B012002-07-0800639-1 NOTES 7/9/02 6:27:17 AM, jstradfo, Action Type : Call to Dealer

The dealer said they placed the order for the transmission last week. They have not recieved the transmission yet.

*** SUBCASE B012002-07-0800639-1 NOTES 7/9/02 6:31:00 AM, jstradfo, Action Type : Call to Customer

Called the customer. The customer has call intercept. I was going to leave a message but there was a message saying the message could not be recorded.

*** SUBCASE B012002-07-0800639-1 NOTES 7/9/02 6:32:28 AM, jstradfo, Action Type : Call to Customer

Left a message at the evening number.

*** CASE MODIFY 7/9/02 6:32:31 AM, jstradfo

into WIP default and Status of Solving.

*** CASE MODIFY 7/9/02 6:32:47 AM, jstradfo

into WIP default and Status of Solving.

*** SUBCASE B012002-07-0800639-1 NOTES 7/11/02 8:24:26 AM, jstradfo, Action Type : Call from Customer

The customer has concerns about the durability of the transmission. She has a colleague that has a CL with 18k miles and he had a transmission problem.

The customer has concerns that she will be responsible whe the warranty expires. I offered to extend the coverage on the transmission to 6/75. The customer was very happy with the offer.

*** SUBCASE B012002-07-0800639-1 NOTES 7/11/02 8:29:20 AM, jstradfo, Action Type : Letter/Fax

Letter to the customer.

July 11, 2002

Springdale, MD

Re: □19UUA56631A024037

Original in Service Date 01-24-01

Dear

Thank you for your recent contact to our office. We appreciate the opportunity to hear from our clients and regret to learn your vehicle was in need of repairs.

Based upon our review of this situation, and as a gesture of goodwill, Acura has agreed to extend the transmission coverage on the above-referenced vehicle against manufacturing defects in materials or workmanship. This additional goodwill coverage will extend to 6 years or 75,000 miles, whichever comes first, from the original in-service date of the vehicle. This extended coverage is provided to you only and is not transferable to subsequent owners. This coverage does not include Acura Roadside Assistance.

NOTE: This extended coverage is subject to the same terms and limitations as your new car limited warranty. The owner's manual provides a specific maintenance schedule, which must be performed in order to maintain coverage. Please read the manual carefully to insure your compliance and keep copies of all your repair

Case History

Case ID : B012002-07-0800639

Case Title

251499 TRANNY - LFT MSG FOR CUST 7-9

and service receipts.

While we do not anticipate any future problems with your vehicle, please keep a copy of this letter for reference should you have a problem while traveling. In the event of a needed repair, present this letter to the Service Manager at any authorized Acura dealership for coverage. Once again, we apologize for the inconvenience you have experienced. If you have any questions, please feel free to call our office at 1-800-382-2238.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Jason Stradford
Acura Client Services

*** CASE MODIFY 7/11/02 8:38:10 AM, jstradfo
into WIP default and Status of Solving.

*** SUBCASE B012002-07-0800639-1 CLOSE 7/22/02 6:42:21 AM, jstradfo
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/22/02 6:42:25 AM, jstradfo
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 8/5/02 8:55:31 AM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 8/19/02 8:55:31 AM, sa
Action owners super - 45 days of rule Case Closure fired



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9883
DC METRO AREA (202) 368-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 256

Date Received

17-JUL-2002

Oil or
Fuel
Filter
Air Filter

Reference No.

784367

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
in the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☐ YES☐ NO

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>Recorded at bottom of windshield on driver's side</small> 1GUA56803A007819	Vehicle Make ACURA	Vehicle Model TL	Vehicle Year 2003	Current Odometer Reading
--	-----------------------	---------------------	----------------------	--------------------------

Purchase Date 01-APR-2002	Dealer's Name	Engine Size (CID/CYL) 3.2	Turbo Diesel Gas Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Air <input type="checkbox"/> Passengerair	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

Multiple incident

See also

Attachment Q2-A

B01 2002-07-2600980

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 1	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	NHTSA Previously to <input type="checkbox"/> Yes <input type="checkbox"/> No
(Please describe in detail the Crash <input type="checkbox"/> Yes <input type="checkbox"/> No Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Number of		Damage Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION LOCKED UP AT 55 MPH CAUSING THE VEHICLE TO SKID.*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-6383
DC METRO AREA (202) 386-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

20-AUG-2002

Of or
To
By
Up
Tr

Reference No.

765843

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) 19UYA42642A000929	Location of VIN Mounted at bottom of windshield on driver's side	Vehicle Make ACURA	Vehicle Model 3.2CL	Vehicle Year 2002	Current Odometer Reading
Purchase Date 01-SEP-2001	Dealer's Name		Engine Size (CID/CC/L) 3.2L	Turbo Diesel Gas Fuel Injection	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code		No. Cylinders	<input checked="" type="checkbox"/> Fuel Injection	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other
			Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name/s POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part/s <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 18-AUG-2002	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 27000		
	Vehicle Speed at Failure(s) 50		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

A 2002 ACURA VEHICLE PURCHASED FOR APPROXIMATELY \$34,000 WITH A MAJOR FAILURE AFTER <30000 MILES AND <1 YEAR ON THE ROAD. COMPLETE DISAPPOINTMENT AT NEWS OF OTHER OWNERS WITH SIMILAR PROBLEM. WITH NO PREVIOUS WARNING, TRANSMISSION SLIPPING OUT OF GEAR JUST RED-LINING WHEN ACCELERATING. ONCE STOPPED, CAR CAN NO LONGER MOVE AND CAR JUST REV'S AS IF IN NEUTRAL.*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

T/L Ref: 1000713	Created By: JAMESV	Date Created: 08/20/02	Last Edited By: JAMESV
			# of Edits: 1

Code: Original Complaint:
P0730 P0740, SLIPS

Probable Cause; Solution:
REMAN A/T ORDERED 8/20/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 27033

<p>Dealer #: 251078</p> <p>Unit Sent: ED TE: 2</p> <p>Phone: (713) 558-2828</p> <p>Rep. Mgr: JASON EDWARDS</p> <p>Address: STERLING MCALL AGURA 10455 SOUTHWEST FREEWAY HOUSTON, TX 77074-1101</p> <p>Phone: 713-558-7273 Fax #: 713-774-8107</p> <p>Rep. Name: RICHARD KAHL Zone/Dist: 05/20</p> <p>Phone: 13885</p>	<p>VIN: 19UJYA42542A000929 Em:</p> <p>Year: 2002 Model: 3.2GL</p> <p>Tran: 5AT Trim/Grade: TYPE 8</p> <p>Depts: 2DR WD: 2</p> <p>Fac: MARYSVILLE County: ILLA</p> <p>Desc: EXCL. ED. TYPE 8 3.0 CYL. 200.0 HPS. 2L</p> <p>Acce: ABS, SRS, SRS AIR BAGS, LEATHER, USA</p> <p>Engine: 4 Trans:</p> <p>Em Type:</p> <p>WDO: Parts Req:</p>
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Tech Line Suggests

Information from Dealer

08/20/02 16:12:38 JAMESV:----->REMAN A/T ORDERED 8/20/02
----->P0740, P0730, SLIPS



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 388-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 356

Data Received

22-AUG-2002

Dd_cr

Rt_dt

Dd_r1

Up_jtr

Reference No.

788053

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> 18UYA42591A023806	Vehicle Make ACURA	Vehicle Model 2.5TL	Vehicle Year 2001	Current Odometer Reading
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Purchase Date 01-JUL-2002 <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name City State Zip Code	Engine Size (CID/OCA) 3.2 No Cylinders	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel Gas <input checked="" type="checkbox"/> Fuel Injection
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Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint Systems <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passenger's Side Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Type <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 18-AUG-2002	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 31585		
	Vehicle Speed at Failure(s) 60		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FIRST NOTICED THE FAILURE AFTER PARKING THE CAR AND THEN PUTTING IT INTO REVERSE TO BACK OUT OF THE PARKING LOT. PROCEEDED TO DRIVE NORMALLY, PUT THE CAR IN D5 (AUTOMATIC MODE) AND NOTICED HARD ABRUPT SHIFTS FROM 1ST GEAR TO 2ND GEAR. 3RD GEAR SEEMED LIKE NEUTRAL, CAR JUST REVVED AND THEN CAUGHT 4TH OR 5TH GEAR. ONCE IN HIGH GEAR AND UP TO AROUND 60MPH ON THE HIGHWAY THE CAR SUDDENLY DOWNSHIFTS TO WHAT SEEMED LIKE 1ST GEAR CAUSING THE TIRES TO LOCK UP FOR ABOUT A SECOND AND THEN WENT BACK INTO 5TH GEAR. FORTUNATELY THERE WAS NO ONE BEHIND ME FOLLOWING TO CLOSELY. CONTINUED TO DRIVE, ONLY SLOWER THIS TIME AND IT DID IT AGAIN AT ABOUT 45 MPH THIS TIME. I PULLED OVER AND CALLED THE LOCAL DEALER

CONTINUE ON REVERSE

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a summarized summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

Tech Line #: 1880948	Created By: GREGF	Date Created: 08/21/2002	Last Edited By: GREGF
			# of Edits: 1

Code: Original Complaint:
2511 SHIFTS HARD ON TAKEOFF

Probable Cause; Solution:
REMAN A/T ORDERED 8/21/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 31742

<p>Dealer #: 251146</p> <p>Disbost: ROBERT EZ: 2</p> <p>Ext. Ph: (225) 273-8881</p> <p>Ext. Agr: CHUCK BERRY</p> <p>DeName: ACURA OF BATON ROUGE 12572 FLORIDA BLVD. BATON ROUGE, LA 70803-0288</p> <p>Phone: 225-273-2881 Fax #: (225) 273-8888</p> <p>Rep Name: RICHARD KAHN Comp. Dist. #: 85-43</p> <p>Phone: -15885</p>	<p>VIN: 18UYA42891A023800 Em:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: SAT Transcode: TYPE 8</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILLE Country: USA</p> <p>Desc: 3.2CL 2DR TYPE 8 3CYL 200 DHP 2.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans:</p> <p>Em Type:</p> <p>W/O #: Parts Req #:</p>
---	---

Tech Line Suggests

Information from Dealer

08/21/02 09:18:03 GREGF:----->REMAN A/T ORDERED 8/21/02

----->SHIFTS HARD ON TAKEOFF.

08/21/02 09:18:46 GREGF:----- (call back) ----->ROBERT

*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

- 1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
IF SO, WHAT WAS THE CODE?----->
- 2.) WERE YOU ABLE TO REPEAT THE CODE?----->
- 3.) WAS THE ECU REPLACED?----->NO
- 4.) WERE ANY SOLENOIDS REPLACED?----->YES
- 5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
PROBLEM?----->OP
- 6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
- 7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
- 8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
PROBLEM?----->MODERATE
- 9.) GENERAL COMMENTS/INFORMATION?----->WHEN SHIFTING 2ND TO 3RD THE RPM'S WILL JUST
----->REV UP AND THE TRANS WILL NOT GO INTO GEAR. WE
----->INSTALLED A SOL KIT AND FLUSHED THE TRANS, NO
----->HELP. FLUID BEFORE FLUSH WAS A LITTLE DARK.



U.S. Department
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National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8383
DC METRO AREA (202) 368-0123
INTERNET: <http://www.nhtsa.dot.gov>

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Data Received

26-AUG-2002

Oil or
Flt
adrt
up_ltr

Reference No.

706225

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☐ YES☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
19UUA56942A003712	ACURA	3.2CL	2002	

Purchase Date 01-APR-2001	Dealer's Name	Engine Size (CID/CC) 3200	Turbo Diesel Gas Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No Cylinders	<input checked="" type="checkbox"/>
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> Passenger's Side Airbag <input type="checkbox"/> Neckrest <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport Utility Truck Motorcycle	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 68400000 07306000	Part Name(s) FUEL-THROTTLE LINKAGES AND CONTROL POWER TRANS-TRANSMISSION-AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 26-AUG-2002	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 10050		
	Vehicle Speed at Failure(s) 40		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatality 0	Estimated Property Damaged	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CAR STARTED FREE REVVING AND ERRATICALLY UPSHIFTING AND DOWNSHIFTING WITH HARD JERKS. ALL MALFUNCTION INDICATORS LIT UP. ALMOST LOST CONTROL ON THE FREEWAY. WAS TOLD TRANSMISSION IS SHOT ON A CAR THAT IS A BIT OVER A YEAR OLD AND LESS THAN 10000 MILES. POOR SERVICE FROM DEALER.*AK

CONSUMER OR DEALER FILLING

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

T/L Ref #: 251197	Created By: GREGF	Date Created: 08/27/2002	Last Edited By: GREGF	# of Sales: 1
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Code: Original Complaint:

2520 SLIPS

Probable Cause; Solution:

REMAN A/T ORDERED 8/27/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage:

18980

Dealer #:	251197	VIN:	19UUA56424003712	Est:	
Est Code:	RRD	Year:	2002	Model:	3.2TL
Est P/N:	(818) 907-4488	Trim:	5AT	Trim/Grade:	TYPE-NV
Est Mgr:	JOHN WILLIAMS	Doors:	4DR	MO:	2
Est Name:	KEYES ACURA	Make:	SAFARI	Country:	USA
	5805 VAN NUYS BLVD	Dist:	3.2L 4DR TYPE-N NAVI 80YL 200HP 3.2L		
	VAN NUYS, CA 91401	Acc:	P/S, SUN ROOF, ABS, AIR BAG, USA		
Phone:	(818) 907-4488	Engine #:		Trans:	
Fax #:	(818) 908-8041	Em Type:			
Est Name:	JOHN WILLIAMS	W.O.#:		Parts Req #:	
Phone:	(818) 907-4488				

Tech Line Suggests

Information from Dealer

08/27/02 09:23:36 GREGF:----->REMAN A/T ORDERED 8/27/02
----->SLIPS.



U.S. Department
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National Highway
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Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8383
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

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Date Received

27-AUG-2002

Odor

T_d1

od_r1

up_r1r

Reference No.

788284

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☐ YES ☐ NO

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of dashboard on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
19UUA58B1YA035113	ACURA	3.2CL	2003	

Purchase Date 01-JAN-2000	Dealer's Name	Engine Size (CID/CC) 3.2L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No Cylinders	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> Passenger's Side Airbag <input checked="" type="checkbox"/> Motorized <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		Drive Train <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other
			Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION-AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 28-AUG-2002	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 85000		
	Vehicle Speed at Failure(s) 40		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE AUTOMATIC TRANSMISSION VIOLENTLY LOCKED WHILE PROCEEDING DOWN THE ROAD. IN CONTACTING THE ACURA DEALER IN MOBILE, AL (MY CLOSEST DEALER) I WAS INFORMED THEY HAD 4 IN THE SHOP THIS WEEK ALONE FOR THE SAME PROBLEM. ACCORDING TO THEM THE TRANSMISSION NEED A EXTERNAL COOLER WHICH THEY NOW INSTALL ON THE NEWER MODEL. I WAS INFORMED THAT THE PRICE TO FIX MINE WOULD BE \$5,100 PLUS INCIDENTALS. WITH THE NUMBER OF PROBLEMS THEY ARE HAVING WITH THIS AND THE FACT IT COULD CAUSE A MAJOR ACCIDENT IT NEED TO BE A RECALL ITEM.*AK

CONTINUE ON BACK IF NEEDED

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Case Details

Case ID : B012002-08-2601169 Division : Acura - Auto Condition : Closed Open Date : 8/26/2002 12:04:30
 Case Originator : Robert Gibbons Sub Division : Customer Relations Status : Closed Close Date : 9/10/2002 9:43:55 AM
 Case Owner : Robert Craig Method : Phone Queue : Days Open : 15
 Point of Origin : Customer Wipbin :
 Case Title : KENNETH CARR -ACURA OF MOBILE-TRANNY No. of Attachments : 2

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : GULFPORT, MS
 E Mail :
 Service District No. :
 Sales District No. :

Current Dealer Info :

Current Dealer No. / Name : 251467 / ACURA OF MOBILE
 Phone No. : 251-478-7777
 Address : 151 S. BEECHLINE HWY
 City / State / Zip : MOBILE, AL 36606
 Service District No. : 04E
 Sales District No. : C04
 Warranty Labor Rate / Date : \$13.00 /
 Agent Name :

Product Info :

Unit Owner : KENNETH CARR P.O.
 VIN Type / No. : US VIN / 19UUA5661YA035113
 Model / Year : 3.2TL / 2000
 Model ID / Product Line : UA566YJTW / B
 Miles / Hours : 88,000
 In Service Date : 3/26/00
 Months in Use : 29
 Engine Number : J32A12038246
 Originating Dealer No. / Name : 251369 / SUTTON ACURA
 Selling Dealer No. / Name : 251369 / SUTTON ACURA
 Trim : PREMIUM
 No. of Doors : 4
 Transmission Code : SAT
 Exterior Color : GB
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-08-2601169-1 / KENNETH CARR -	Subcase Close	Campaign	Info/Eligibility	218	Automatic Trans	
B012002-08-2601169-2 / KENNETH CARR -	Subcase Close	Product	Operation	218	Automatic Trans	

Issue Details

Issue ID : 8012002-08-2601169-1	Type 1 : Campaign	Condition : Closed	Wipbin :
Issue Originator : Robert Gibbons	Type 2 : Info/Eligibility	Status : Subcase Close	Open Date : 8/26/02 12:14:33 PM
Issue Owner : Robert Gibbons		Queue :	Close Date : 8/26/02 12:14:57 PM
Issue Title : - CAMPAIGN - INFO/ELIGIBILITY			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182
Campaign Code / Desc : /
Involved Party :
Document Ref. # :
Resolved Through :
Decision In Favor Of :
Resolutions : Provided Information ,
NPS Number :

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount :
Reimbursement Amount :	Labor Amount :
Maximum Claim Amount :	
Error Codes :	

Check Req Info :

VIN Type / No. :	Delivery Date :
Engine Serial Number :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount :	
Incidental Type 1 / Amount :	/
Incidental Type 2 / Amount :	/
Total Amount :	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	EO Reason

Claim Auth Notes :

Issue Details

Issue ID : B012002-08-2601169-2	Type 1 : Product	Condition : Closed	Within :
Issue Originator : Robert Craig	Type 2 : Operation	Status : Subcase Close	Open Date : 9/10/02 9:43:41 AM
Issue Owner : Robert Craig		Queue :	Close Date : 9/10/02 9:43:50 AM
Issue Title : L. PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc	Internal Fail 2182
Campaign Code / Desc :	/
Involved Party :	
Document Ref. # :	
Resolved Through :	
Decision In Favor Of :	
Resolutions :	Assist - AHM 100%.
NPS Number :	

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount :
Reimbursement Amount :	Labor Amount :
Maximum Claim Amount :	
Error Codes :	

Check Req Info :

VN Type / No. :	Delivery Date :
Engine Serial Number :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount :	
Incidental Type 1 / Amount :	/
Incidental Type 2 / Amount :	/
Total Amount :	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Special Report

Run Date: 10/25/2

Case History

Case ID: B012002-08-2601169

Case Title:

ACURA OF MOBILE-TRANNNY

*** CAMPAIGN CHECK 08/26/02 12:04:35 PM rgibbons
No data found for VIN

*** NOTES 08/26/2002 12:10:47 rgibbons Action Type: Call from Customer

Client states that he experienced a sudden down shift in the transmission and the D5 light came on. Client is currently having an independent flush the trans to see if the solves the problem. Client was questioning if there were any recall on the trans.

*** NOTES 08/26/2002 12:14:20 rgibbons Action Type: Note-General

Client was advised that there were no recalls on his vehicle. Client was advised that we would certainly look into a situation with his trans once an Acura dealership has a chance to diagnose and consider possible goodwill assistance. Client stated that he has owned other Acura's before this one. Client stated that he will see if the flushing of the trans helps and if not then he will contact our office and take the vehicle to the dealership.

*** SUBCASE B012002-08-2601169-1 8/26/2002 12:14:33 PM rgibbons

*** NOTES 08/27/2002 08:35:20 ruraig Action Type: Call from Customer

Client called back in and stated that he had his transmission flushed at his local independent facility. Client stated that he went to Japanese Buggy Works and they flushed the tranny yesterday and that did not fix the problem he has with his tranny. Client stated that he was driving down the road approx 40mph when the tranny down shifted really hard to a lower gear when he experienced problems. Client stated that he thought the tranny might need to be flushed so he took his vehicle to his local shop to have the tranny flushed but they stated that it is going to need a new tranny. Client stated that his independent called Acura of Mobile to discuss the issue with them. Client stated that he would be willing to take his vehicle to Acura of Mobile to have the repair performed. Client stated he has owned 5 honda products in the past. Client stated that he is seeking assistance with the tranny repair.

I apologized tot he client that the tranny failed. I asked the client where he has had his maintenance performed on the vehicle. Client stated that he originally purchased the vehicle from Sutton Acura and had some service done there. Client stated that he does not live close to an acura dlr. Client stated that he is over an hour away from any acura dlr. I advised the client that I would need to do some review on this and get back in touch with him. I asked the client for the phone number to his independent shop: 228-868-3129. Client stated that Larry is the owner of the shop. I advised the client that it would be approx 2 to 3 business days before I get back in touch with him. Client understood.

Case History

Case ID : B012002-08-2601169

Case Title :

ACURA OF MOBILE-TRANNY

*** NOTES 08/28/2002 15:07:06 reraig Action Type: Call to Customer

I called the client and left a message for the client to call me back. I advised the client in his message that I discussed the issue with my supervisor in regards to the transmission going out on his vehicle. I advised the client that in terms of assistance before any consideration can be made we would need records of his svc history and an acura dlr would have to inspect his transmission. I advised the client to give me a call back.

*** NOTES 09/04/2002 15:03:22 reraig Action Type: Call from Customer

I received a message that the client called.

*** NOTES 09/04/2002 15:04:13 reraig Action Type: Call to Customer

I called the client and left a message for the client to call me back. I advised the client that I am waiting to review the issue with the DPSM.

*** NOTES 09/04/2002 15:06:25 reraig Action Type: Call to Dealer

I called the dlr and spoke with Ricky the svc mgr. I advised Ricky that the client called our office in regards to his tranny having shifting problems.

Ricky stated that the client brought his vehicle into the dlr this morning and they had a tech drive the vehicle and it has internal problems. Ricky stated that the tranny is setting a code and it needs new tranny. I advised Ricky that I would see what we could do and get back with him.

*** NOTES 09/04/2002 15:06:59 reraig Action Type: Field/D&M

I called the DPSM Clair and left a message for her to call me back.

*** NOTES 09/06/2002 07:43:12 reraig Action Type: Call from Customer

I called the client and left a message for the client to call me back.

*** NOTES 09/06/2002 13:08:28 reraig Action Type: Call from Customer

client called in and I advised him that I am waiting to hear from my district rep. I asked the client where he is living currently. Client stated

Case History

Case ID : B012002-08-2601169

Case Title : -----ACURA OF MOBILE-TRANNNY

that he is living in Gulfport MS. I asked the client if he was traveling when the tranny went out. Client stated that he was not. Client's phone disconnected. I tried calling the client back but could not get in touch with him so I left a message.

*** NOTES 09/06/2002 13:18:06 reraig Action Type: Call from Customer

Client called back in. I advised the client that as soon as I hear back from the rep I will give him a call. I asked the client about his svc records.

Client stated that they have been all done at independents because Acura dlr's have been far away from him. Client stated that he is in a rental vehicle that he is paying for. I advised the client that I should hear back from the DPSM hopefully this afternoon. Client understood.

*** NOTES 09/10/2002 07:24:19 reraig Action Type: Field/DSM

I called Clair the DPSM and advised her that I just wanted to get her position on whether or not we should assist with the tranny repair. Clair stated that we will do a one time goodwill on the tranny. I advised Clair that I would call the client and inform him that we will do a one time good will on the tranny repair.

*** NOTES 09/10/2002 07:26:01 reraig Action Type: Call to Customer

I called the client and left a message for the client to call me back.

*** NOTES 09/10/2002 08:45:41 reraig Action Type: Call from Customer

Client called in and stated that he was returning my call. I advised the client that I spoke with my district rep and she advised me that she would be willing to do a one time good will on the repair to replace the transmission. I advised the client that I will be calling the dlr to inform the svc mgr that we would do a one time good will. Client wanted to know if we would be able to cover the rental expense as well for the rental vehicle he is on.

I apologized but advised him that we would not be able to assist with the rental. Client stated that he was very happy that we are going to cover the repair to install a new tranny. Client was extremely happy. I advised the client that if he has any further problems in the future he is more than willing to contact our office.

*** NOTES 09/10/2002 09:43:07 reraig Action Type: Call to Dealer

I called Ricky the svc mgr and advised him that Acura is going to do a one time good will on the transmission. I advised Ricky that I called the client and advised him that Acura is going to do a one time good will. I also advised Ricky that I spoke with Clair the DPSM and she authorized to do a

Case History

Case ID: B012002-08-2601169

Case Title: -ACURA OF MOBILE-TRANNNY

one time good will. I advised Ricky to get Clair's authorization number form her. Ricky understood I closed the case.

*** SUBCASE B012002-08-2601169-2 9/10/2002 9:43:41 AM rcraig



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline
Vehicle Owner's Questionnaire
NATIONWIDE 1-800-424-8383
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 256

Date Received

28-AUG-2002

Od or
rt, dt
nd, rt
ap, ftr

Reference No.

766381

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> 19UYA42601A023689	Vehicle Make ACURA	Vehicle Model 3.2CL	Vehicle Year 2001	Current Odometer Reading
--	-----------------------	------------------------	----------------------	--------------------------

Purchase Date 01-OCT-2000	Dealer's Name	Engine Size (CID/CC) 3.2 L1	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No. Cylinders	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300080	Part Name(s) POWER TRAIN-TRANSMISSION-AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 17-JUL-2002	Mileage at Failure(s) 37000	Vehicle Speed at Failure(s) 10
Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No	

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fir <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatality 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION STARTED SLIPPING AND GOT PROGRESSIVELY WORSE FOR SEVERAL WEEKS. THE DAY BEFORE IT FAILED, I WAS DRIVING ALONG AT A STEADY SPEED OF ABOUT 45 MPH WHEN THE TRANSMISSION DECIDED IT WANTED TO BE IN FIRST GEAR. THE CAR JERKED VIOLENTLY AND SLOWED DOWN VERY QUICKLY WHILE PULLING ME TO THE LEFT (NEARLY LOSING CONTROL WITH THE FRONT WHEELS LOCKED) UNTIL IT SHIFTED BACK OUT OF FIRST GEAR. IT FELT AS IF I HAD SLAMMED ON THE BRAKES AND IF SOMEONE WAS BEHIND ME, I WOULD HAVE BEEN REAR ENDED. THIS HAPPENED AGAIN SHORTLY AFTER BUT NOT AS VIOLENTLY. WHEN THE TRANSMISSION FINALLY FAILED, IT WOULD TAKE SEVERAL SECONDS TO SHIFT GEARS AND WOULD REV UP HIGH (AS IF IN NEUTRAL) WHILE BETWEEN SHIFTS.

Continuation on back of form

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

Created By: JAMESV	Date Created: 07/17/02	Last Edited By: JAMESV	Edit Date:
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Code: Original Complaint:
2510 WONT SHIFT

Probable Cause; Solution:
REMAN A/T ORDERED 7/17/02

Alt Codes:

Status:

KB Source: Title/Subject: Mileage: 37080

<p>Dealer #: 251484</p> <p>ZIP Code: RICK TZ: 0</p> <p>Phone: (707) 578-1300</p> <p>Manager: DONALD REGO</p> <p>Address: PLENTICE AVENUE 2075 DORSET AVENUE SANTA ROSA, CA 95407-</p> <p>Phone: (707) 578-1300 Fax #: (707) 578-1365</p> <p>Website: Company: DAV G</p>	<p>VIN: 1B1JY4429D1A023088 Br:</p> <p>Year: 2001 Model: 32CL</p> <p>Tran: 5AT Thru/Grade: TYPE S</p> <p>Color: 2DR DO: 4</p> <p>Eqpt: 14RT5MIL County: 150</p> <p>Desc: 3.2CL 3DR TYPE S 5AT 2001 14RT5MIL</p> <p>Asc: P/S CR GRB AIR BAGS, LEATHER, DOL</p> <p>Engine #: Trans:</p> <p>Em Type:</p> <p>W/O #: Part #:</p>
--	--

Tech Line Suggests

Information from Dealer

07/17/02 15:29:18 JAMESV:----->REMAN A/T ORDERED 7/17/02
----->WONT SHIFT



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9383
DC METRO AREA (202) 368-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 268

Date Received

12-SEP-2002

Oil or

Flt dt

pd rt

pp hr

Reference No.

767058

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) 19UUA56312A035184	Vehicle Make ACURA	Vehicle Model TL	Vehicle Year 2002	Current Odometer Reading
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Purchase Date 01-SEP-2001	Dealer's Name	Engine Size (CID/CYL) 3.2L	Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Inject
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No Cylinders	

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Brake System <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07306000	Part Name(s) POWER TRAIN-TRANSMISSION-AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 40	Date(s) of Failure(s) 01-APR-2002	Mileage at Failure(s) 8500	Vehicle Speed at Failure(s) 45
Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No	

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatality	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION DOWNSHIFTS RANDOMLY IN AUTOMATIC, OR WILL NOT UPSHIFT. IN SPORT SHIFT MODE, TRANSMISSION MAY REFUSE TO UPSHIFT OR DOWNSHIFT WHEN SUPPOSED TO AND WILL ONLY SHIFT AFTER REPEATED TRIES. ALSO IN AUTO, TRANSMISSION WILL SOMETIMES TEMPORARILY SHIFT COMPLETELY OUT OF GEAR THEN BACK IN. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

Case Details

Case ID : B012002-08-0800448	Division : Acura - Auto	Condition : Closed	Open Date : 8/8/2002 8:51:06 AM
Case Originator : Kevin Brown	Sub Division : Customer Relations	Status : Closed	Close Date : 9/4/2002 2:28:47 PM
Case Owner : Jason Stradford	Method : Phone	Queue :	Days Open : 27
Case Title : 42-0000448	Point of Origin : Customer	Wipbin :	
	FRANNEY (FIN)	No. of Attachments :	

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : AUSTIN, TX 78705
 E Mail :
 Svc District / Site District : /

Current Dealer Info :

Current Dealer No. / Name : 251046 / KING ACURA
 Phone No. : 205-979-8888
 Address : 1687 MONTGOMERY HWY.
 City / State / Zip : HOOVER, AL 35216
 Svc District / Site District : 04C / B04
 Warranty Labor Rate / Date : \$72.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56812A035184
 Model / Year : 3.2Ti. / 2002
 Model ID / Product Line : UA56821W / B
 Miles / Hours : 10,000
 In Service Date : 9/17/01
 Months in Use : 11
 Engine Number : J32A21319824
 Originating Dealer No. / Name : 251046 / KING ACURA
 Selling Dealer No. / Name : 251046 / KING ACURA
 Trim : TYPE-S
 No. of Doors : 4
 Transmission Code : SAT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Not Applicable
 Party 2 : Not Applicable
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Issues :	Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
	B012002-08-0800448-1 / AUSTIN RENFROE - SE	Subcase Close	Service -	Will Not Service	218	Automatic Trans	

Issue Details

Issue ID : B012002-02-0800444
 Issue Originator : Inhwan Choi
 Issue Owner : Inhwan Choi
 Issue Title : SERVICE REQUEST - 2002 HONDA CR-V

Type 1 : Service - Dealer
 Type 2 : Will Not Service

Condition : Closed
 Status : Subcase Close
 Queue :

Wipbin :
 Open Date : 8/13/02 6:10:32 AM
 Close Date : 8/13/02 6:11:01 AM

Coding Info :

Labor Code / Desc : 218 / Automobile

Condition Code Desc : Shift Quality 2181

Campaign Code / Desc :

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions :

Referred to Dealer, Provided Information,

NPS Number :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount : \$0.00

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount : \$0.00

Labor Amount : \$0.00

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount : \$0.00

Incidental Type 1 / Amount :

/ \$0.00

Incidental Type 2 / Amount :

/ \$0.00

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.

Part Description

BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-08-0800448

Case Title : 4C-BB-046 -

- TRANNY (FIN)

*** CASE CREATE 8/8/02 8:51:06 AM, kbrown

Contact = , Priority = N/A, Status = Solving.

*** NOTES 8/8/02 8:51:06 AM, kbrown, Action Type :

The client states he is having problems with the transmission. The client states intermittently the transmission slips. The client states he has had his vehicle into the dealer 3 times for this. The client states that his vehicle is at the dealer now. The client states when he dropped it off, the service advisor, Daniel rode with the client and was able to duplicate the problem. The client dropped the vehicle off and the dealer contacted the client and advised him that the technician was unable to duplicate the problem and there would be no repairs done at this time. The client states he is going to be taking an 800 mile trip soon and does not feel the vehicle will make it if there are no repairs made. The client is seeking assistance in getting his vehicle repaired.

*** NOTES 8/8/02 8:51:55 AM, kbrown, Action Type : Call from Customer

The customer states he is a moderator on two Acura web sites and is familiar with problems with TL transmissions.

*** CASE MODIFY 8/8/02 8:51:57 AM, kbrown
into WIP default and Status of Solving.*** CASE MODIFY 8/8/02 8:52:32 AM, kbrown
into WIP default and Status of Solving.*** CASE MODIFY 8/8/02 8:52:43 AM, kbrown
into WIP default and Status of Solving.*** CASE MODIFY 8/8/02 8:54:14 AM, kbrown
into WIP default and Status of Solving.*** CASE ASSIGN 8/8/02 8:54:48 AM, kbrown
B012002-08-0800448 to ichoi, WIP*** CASE RULE ACTION 8/8/02 8:54:49 AM, sa
Action Task Assigner of rule Assign Notification fired*** CASE MODIFY 8/8/02 9:27:45 AM, ichoi
into WIP New Cases and Status of Solving.

*** COMMIT 8/8/02 3:53:03 PM, ichoi, Action Type :

*** NOTES 8/8/02 3:53:16 PM, ichoi, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The client states he is having problems with the transmission. The client states intermittently the transmission slips. The client states he has had his vehicle into the dealer 3 times for this. The client states that his vehicle is at the dealer now. The client states when he dropped it off, the service advisor, Daniel rode with the client and was able to duplicate the problem. The client dropped the vehicle off and the dealer contacted the client and advised him that the technician was unable to duplicate the problem and there would be no repairs done at this time. The client states he is going to be taking an 800 mile trip soon and does not feel the vehicle will make it if there are no repairs made. The client is seeking assistance in getting his vehicle repaired.

This is for your information only and no response is required.

Case History

Case ID : B012002-08-0800448

Case Title : 4C-BB-046 -

J - TRANNY (FIN)

Thank you for your attention to this matter.

Inhwon Choi
Acura Client Services

*** CASE MODIFY 8/8/02 3:53:19 PM, ichoi

into WIP 4C - Bill Blanchard and Status of Solving.

*** NOTES 8/9/02 6:58:49 AM, ichoi, Action Type : Call from Customer

Spoke to client who states that he simply wants the tranny fluid replaced on his vehicle. Client states that the dealer refused to service his vehicle.

*** NOTES 8/9/02 7:00:23 AM, ichoi, Action Type : Call to Dealer

Spoke to dealer son Rick who states that client has all sorts of aftermarket parts on vehicle and dealer will not perform repairs on vehicle. Rick states that he will perform a simply tranny fluid flush but that's it.

*** CASE MODIFY 8/9/02 7:01:18 AM, ichoi

into WIP 4C - Bill Blanchard and Status of Solving.

*** NOTES 8/9/02 10:48:59 AM, ichoi, Action Type : Call to Customer

Called client to advise of dealer response. Client not available, message left with info. Client advised to callback if he has other questions or concerns.

*** SUBCASE B012002-08-0800448-1 CREATE 8/13/02 6:10:33 AM, ichoi

Created in WIP Default with Due Date 8/13/2002 6:10:33 AM.

*** SUBCASE B012002-08-0800448-1 CLOSE 8/13/02 6:11:01 AM, ichoi

Status = Solving, Resolution Code = Instruction Given

*** NOTES 8/13/02 6:11:37 AM, ichoi, Action Type : Call to Customer

Contacted customer to advise, no one available, message left for callback.

*** NOTES 8/13/02 11:00:50 AM, ichoi, Action Type : Call to Customer

Contacted client who states that he feels that the dealer should pay for a tranny fluid flush.

*** NOTES 8/13/02 12:56:23 PM, ichoi, Action Type : Call from Customer

Client states that the dealer has not verified his concerns, and client would like to install a tranny fluid cooler and a supercharger however is afraid that this may compound the situation.

ACS advised client that tranny flush is considered a maintenance item and if the dealer is not recommending this service under warranty gw then it is a maintenance expense that client will have to pay out of pocket for. ACS advised client that unless the dealer determines that there is a defective tranny in the vehicle that they can not simply replace the tranny with out duplicating clients concerns. ACS advised client that ACS does not recommend any modifications to client's vehicle and that any modifications may affect the warranty coverage. Client understood.

*** CASE MODIFY 8/13/02 12:56:31 PM, ichoi

into WIP 4C - Bill Blanchard and Status of Solving.

*** CASE CLOSE 8/13/02 12:56:34 PM, ichoi

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/4/02 2:09:47 PM, jstradfo

with Condition of Open and Status of Solving.

*** CASE CLOSE 9/4/02 2:28:47 PM, jstradfo

Case History**Case ID : B012002-08-0800448****Case Title : 4C-BB-046 - AUSTIN RENFROE - TRANNY (FIN)****Status = Closed, Resolution Code = Instruction Given, State = Open******* CASE RULE ACTION 9/5/02 7:51:06 AM, sa****Action owner - 30 days of rule Case Closure fired******* CASE RULE ACTION 9/19/02 7:51:06 AM, sa****Action owners supvr - 45 days of rule Case Closure fired**



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 259

Date Received

18-SEP-2002

Od. or
N. dt
od. rt
ap. fr

Reference No.

767401

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make ACURA	Vehicle Model 2.5TL	Vehicle Year 2002	Current Odometer Reading
---	------------------------------	-------------------------------	-----------------------------	--------------------------

Purchase Date 01-FEB-2002	Dealer's Name	Engine Size (CID/CC/L) 3.2L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Inject
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No. Cylinders	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport Use <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08400000 07300000	Part Name(s) FUEL-THROTTLE LINKAGES AND CONTROL POWER TRAIN-TRANSMISSION-AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 17-SEP-2002	Mileage at Failure(s) 10450	Vehicle Speed at Failure(s) 45
		Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING THE TRANSMISSION SHIFTED FROM 5TH GEAR AT 45 MPH TO 1ST, CAUSING THE CAR TO SCRECH THE TIRES AND TO LURCH FOWARD. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

odisnum 767627			
datecompleted 9/23/2002 11:07:37 PM			
homephone [REDACTED]		workphone [REDACTED]	
fax [REDACTED]		sigcard N	
[REDACTED]			
dealerphone	dealername BRADSHAW ACURA	dealercity GREENVILLE	
dealerzipcode	dealeraddr	dealerstate SC	
make ACURA	model CLS	year 2001	
vin 19UYAA2651A024834	bodystyle 2-Door	drivetrain Front	
date purchased 6/1/2001	new/used New	odometer 34500	
engineize 3.2	cylinders 6	antilock N	
fueltype Gas	fuel injected Y	cruise N	turbo N
passr side airbag Y	side airbag drvr Y	2 point seat belt N	
side airbag passr N	driver side airbag Y	3 point belt Y	
master seat belt N			
part name	speed/failure 15		
component 073000000	deaths	num injured	num failures 1
part type Origin	mileage at failure 31000	date of failure 9/1/2002	
est damage	completed by guest	exp N	
police report N	crashflag N	fireflag N	fr location NA
passr airbag deployed A	side ab passr deployed A	mfg contacted N	lr location NA
drvr ab deployed A	side ab drvr deployed A	nhtra contacted N	
size	manufacturer		
retread	name	detnumber	

comments: TRANSMISSION FREQUENTLY FAILS TO ENGAGE 3RD GEAR UNDER MODEST ACCELERATION. GOES TO "NEUTRAL" AS THOUGH THE 3RD GEAR CLUTCH FAILS TO ENGAGE. WITHOUT ACCELERATION, VEHICLES BEHIND SCRAMBLE TO PREVENT AN ACCIDENT. DEALER CLAIMS NO KNOWN PROBLEM, SAYS DRIVE IT UNTIL IT BECOMES PERMANENT AND THEN THEY CAN DETECT PROBLEM. COULD BE DANGEROUS!

Tech Line Contact Report

T/L Ref #: 1112126	Created By: GREGG	Date Created: 10/22/2002	Last Edited By: GREGG
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Code: Original Complaint:
P0730 SLIPS

Probable Cause; Solution:
REMAN AT ORDERED 10/22/02

Alt Codes:

Status:

KB Source:

Title/Subject

Mileage: 35131

<p>Dealer #: 251404</p> <p>Dir Cont: CLINT TZ: 3</p> <p>Serv. Ph: (864) 297-4529</p> <p>Serv Mgr: JACKIE</p> <p>Dir Name: BRADSHAW ACURA 2448 LAURENS ROAD GREENVILLE, SC 29607</p> <p>Phone: 864-297-4529 Fax #: (864) 234-8487</p> <p>Rep Name: MARK SIMPSON Zone/Dist: 04-LA</p> <p>Phone: (310) 784-8799 - 15486</p>	<p>VIN: 19UYA42651A024894 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 6AT Trim/Grade: TYPE S</p> <p>Doors: 2DR WB: 2</p> <p>Fact: MARYSVILLE Country: USA</p> <p>Desc: 3.2CL 2DR TYPE S 6CYL 2600HP 3.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type: W.O.#: Parts Req #:</p>
--	--

Tech Line Suggests

Information from Dealer

10/22/02 15:10:05 GREGG:----->REMAN TRANS ORDERED 10/22/02
----->SLIPS.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 388-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

30-SEP-2002

Od_or

rt_dt

od_rt

up_jr

Reference No.

787912

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> 1BUYA42771A020440	Vehicle Make ACURA	Vehicle Model 3.2CL	Vehicle Year 2001	Current Odometer Reading
--	-----------------------	------------------------	----------------------	--------------------------

Purchase Date 01-JUN-2001	Dealer's Name	Engine Size (CID/CCL) 3.2L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injecto
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No. Cylinders	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train FWD <input type="checkbox"/> RWD	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util	Body Style <input checked="" type="checkbox"/> 2-Door
--	---	--	--	--	--	--

FAILED COMPONENT(S)/PAI

Component 07300600	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC
No. of Failure 2	Date(s) of Failure(s) 10-SEP-2002
	Mileage at Failure(s) 54000
	Vehicle Speed at Failure(s) 85

Multiple incident

See also
Attachment 02-F

APPLICATION INCIDENT

(Please describe in detail the incident(s), failure(s), crash)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of 0
---	---	--------------------------------	----------------

NARRATIVE DESCRIPTION OF FAILURE

I WAS DRIVING AT 85 MPH ON I-476 (PA), WHEN I SLOWED SLIGHTLY TO CHECK EXIT SIGN. UPON DECIDING TO PROCEED TO NEXT EXIT, ACCELERATED MIDLY FROM 80 TO 85. TRANSMISSION SLAMMED INTO WHAT FELT LIKE, 1ST GEAR CAUSING VEHICLE TO PITCH FORWARD. THIS WAS SO SUDDEN, THAT IT THREW MY HANDS OFF THE STEERING WHEEL AND CAUSED ME TO ALMOST LOOSE CONTROL OF VEHICLE. HAD SOMEONE BEEN BEHIND ME, THE ROAD BEEN WET, OR HAD I BEEN ON A CURVE, I WOULD NOT HAVE BEEN ABLE TO REGAIN CONTROL. TRANSMISSION SHOWED SIGNS OF POOR SHIFTING BEFORE THIS INCIDENT, SO I TOOK THE VEHICLE TO ACURA. THEY FAILED TO FIX THE PROBLEM. I WAS VERY LUCKY, THIS CONDITION COULD HAVE CAUSED A MAJOR ACCIDENT. MR

COMPLAINT/INQUIRY NUMBER

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Tech Line Contact Report

T/L Ref #:	Created By:	Date Created:	Last Edited By:
1101129	GREGF	09/20/2002	GREGF

Code: Original Complaint:
2520 SLIPPING IN HIGH GEARS

Probable Cause; Solution:
REMAN A/T ORDERED 9/20/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 65000

<p>Dealer #: 251304</p> <p>Dir. Cont: KEVIN TZ: 3</p> <p>Serv. Ph: (610) 389-9500</p> <p>Serv. Mgr: DARREN GRIFFITH</p> <p>Dr. Name: WEST CHESTER ACURA 1330 WILMINGTON PIKE WEST CHESTER, PA 19382</p> <p>Phone: 610-389-9500 Fax #: (610) 389-9540</p> <p>DSM Name: BRIAN VESELY Zone/Dist: 02 / D</p> <p>Phone: (310) 781-8789 - 16967</p>	<p>VIN: 19UYA42771A020440 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trim/Grade: TYPSSNAV</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILLE Country: USA</p> <p>Desc: 3.2CL 2DR TYPE S NAVI 6CYL 260.0HP 33L</p> <p>Acc: P/S, S/R, 8RS MR BAGG, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Err Type:</p> <p>W.O.#: Parts Req#:</p>
--	---

Tech Line Suggests

Information from Dealer

09/20/02 07:53:07 GREGF:----->REMAN A/T ORDERED 9/20/02
----->SLIPPING IN HIGH GEARS.

AUTH # 13185-2120

odinum 768534		
datecompleted 10/16/2002 6:20:07 PM		
homephone [REDACTED]		workphone [REDACTED]
fax [REDACTED]		sigcard N
dealerphone 650 579 4200 dealername Mike Harvey Acura dealercity Burlingame		
dealerspoec 94010 dealeraddr 1070 Broadway dealerstate CA		
make Acura	model TLS	year 2002
vin 194uu56922a003675	bodystyle 4-Door	drive train Front
date purchased	new/used New	odometer 31000
engine size	cylinders 6	antilock Y
fuel type Gas	fuel injected Y	cruise Y turbo N
passr side airbag Y	side airbag driver Y	2 point seat belt N
side airbag passr Y	driver side airbag Y	3 point belt Y motor seat belt N
part name	speed/failure 65	
component 07300000	death	num injured
part type Origin	collapse at failure 30500	num failures 1
ext damage	completed by guest	exp N
police report N	crashflag N	fireflag N
passr airbag deployed A	side ab passr deployed A	only contacted Y
driver ab deployed A	side ab driver deployed A	ab contacted N
size	manufacturer	
retread	name	document number

comments I was on Highway 280 doing about 65 in my morning commute from San Francisco to Cupertino. Without warning, my transmission shifted from fourth to second, sending my car into a sideways skid as if I had hit the brakes...hard. Fortunately, the car beside me on the right was able to avoid hitting me as was the car behind me. Left with second gear, I limped back to the dealer and received my car, with a new transmission, three weeks later. I am lucky to have not been injured and do not trust this car any longer. It was bought for insuring the safety of my family and I am worried about a repeat failure. Thank

Tech Line Contact Report

File # 44-38861-100

Created By:
GARYR

Date Created:
08/23/2002

Last Edited By:
RSCG

of Efforts

Code: Original Complaint:
P0780 MECH PROB @HYDR/LC SYS, P0740

Probable Cause; Solution:
ATR: ATF BURNT. NO 3RD?:REMAN

Alt Codes: F0740

Status:

KB Source:

Title/Subject**ИИЗДАНИЕ: 30194**[illegible]

Tech Line Suggests

Information from Dealer

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08/23/02 13:59:54 GARYR:-----> P0740, P0780
ATF-----> BURNT
SHIFTING PROBLEMS-----> NO 3RD
REMAN
08/27/02 17:52:01 GREGG:----->REMAN A/T ORDERED 8/27/02
----->NO 3RD GEAR. P0780.

```

Case Detail Report

Date: 10/16/2002

Case Details

Case ID: B012002-10-1601297 Division: Acura - Auto Condition: Closed
 Case Originator: Layne Wakuta Sub Division: Customer Relations Status: Closed
 Case Owner: Layne Wakuta Method: Phone Queue: Days Open: 0
 Point of Origin: Customer Wipbln:
 Case Title: No. of Attachments: 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : SAN FRANCISCO, CA
 E Mail :
 Svc District / Site District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56922A003675
 Model / Year : 3.2TL / 2002
 Model ID / Product Line : UA5692JW / B
 Miles / Hours : 31,000
 In Service Date : 5/5/01
 Months In Use : 17
 Engine Number : J32A21302846
 Originating Dealer No. / Name : 251081 / MIKE HARVEY ACURA
 Selling Dealer No. / Name : 251081 / MIKE HARVEY ACURA
 Trim : TYPSENAV
 No. of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BX
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Site District : /
 Warranty Labor Rate / Date : \$0.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issue :

Issue ID / Title	Status	Issue Type 1	Labor Code
B012002-10-1601297-1 / BENJAMIN MEYER - PR	Subcase Close	Product	Operation
			218 Automatic Trans

Issue Details

Issue ID : B012002-10-1601297-1	Type 1 : Product	Condition : Closed	Wipbln :
Issue Originator : Layne Wakuta	Type 2 : Operation	Status : Subcase Close	Open Date : 10/16/02 3:19:40 PM
Issue Owner : Layne Wakuta		Queue :	Close Date : 10/16/02 3:20:15 PM
Issue Title :	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code / Desc	Internal Fail 2182
Campaign Code / Desc	/
Involved Party :	
Document Ref. # :	
Resolved Through :	
Decision in Favor Of :	
Resolutions :	Provided Information
NPS Number :	

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount : \$0.00
Reimbursement Amount :	Labor Amount : \$0.00
Maximum Claim Amount : \$0.00	
Error Codes :	

Check Req Info :

VIN Type / No. :	Delivery Date :
Engine Serial No. :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount : \$0.00	
Incidental Type 1 / Amount : / \$0.00	
Incidental Type 2 / Amount : / \$0.00	
Total Amount : \$0.00	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-10-1601297

Case Title : BENJAMIN MEYER - TRANSMISSION

*** CASE CREATE 10/16/02 3:17:05 PM, Iwakutsu

Contact : _____ Priority = N/A, Status = Solving.

*** NOTES 10/16/02 3:19:29 PM, Iwakutsu, Action Type : Call from Customer

Client states he had to have his transmission replaced and he is concerned.

Advised client at this time Acura has isolated the issue with the 5-speed automatic transmission and his replacement transmission should be one that is redesigned to address the issue. Advised client of the warranty extension up to 7 years or 100,000 miles. Client states he is very please about this.

*** SUBCASE B012002-10-1601297-1 CREATE 10/16/02 3:19:40 PM, Iwakutsu

Created in WIP Default with Due Date 10/16/2002 3:19:40 PM.

*** SUBCASE B012002-10-1601297-1 CLOSE 10/16/02 3:20:13 PM, Iwakutsu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/16/02 3:20:17 PM, Iwakutsu

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 11/13/02 3:17:05 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 11/27/02 3:17:05 PM, sa

Action owners supvst - 45 days of rule Case Closure fired



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline
Vehicle Owner's Questionnaire
NATIONWIDE 1-800-424-0393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 706

Date Received

20-JUN-2002

Del. or
R. del.
pd. r1
up. r1

Reference No.

8012223

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>Located at bottom of windshield on driver's side</small>	Vehicle Make ACURA	Vehicle Model 3.2CL	Vehicle Year 2001	Current Odometer Reading
Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____		Engine Size (CID/CCL) No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 5-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passenger's Side Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN-TRANSMISSION-AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 5	Date of Failure(s) 02-AUG-2001	Mileage at Failure(s) 16000	Vehicle Speed at Failure(s)
Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No	

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AT 25-30 MPH TRANSMISSION WILL GO OUT, CAUSING CONSUMER TO LOSE CONTROL VEHICLE. CONSUMER HAS HAD TRANSMISSION REPLACED FIVE TIMES. CONTACTED DEALER. *AK

CONTINUE ON BACK IF NEEDED

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U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-8-DOT

1-888-327-4238

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1907

02 OCT
09-AUG-2002 11

Off. or
Rec'd
ed. it
@ 37

OFFICE
EFFECTS INVESTIGATION

Reference No.
10018964

Work Number

Home Number

OWNER INFORMATION (Type or Print)

GARLAND

TX

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an _____ and address to the vehicle manufacturer? YES NO

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) 1BUYA42611A033904	Vehicle Make ACURA	Vehicle Model 3.2CL	Vehicle Year 2001	During Ownership Period
Purchase Date	Dealer's Name David McDavid Acura	Engine Size 3000cc	Turbo Diesel Gas Fuel Injection	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City Plano	State TX	No. of Cylinders	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Type <input checked="" type="checkbox"/> Front Wheel <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport LM <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck	

FAILED COMPONENT(PART(S)) INFORMATION

Component 0000000 0700000	Part Name(s) FUEL/FUEL INJECTION SYSTEM POWER TRANSMISSION/AUTOMATIC	Location <input type="checkbox"/> Left Front <input type="checkbox"/> Right Rear	Failed Part(s) <input checked="" type="checkbox"/> Original Replacement
No. of Failures 1	Date(s) of Failure(s) 09-AUG-2001	Mileage at Failure(s) 10000	Vehicle Speed at Failure(s)
		Failed Part(s) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage None	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	---	--------------------------------	---------------------------	-----------------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(ES)

WHILE DRIVING VEHICLE WILL DECREASE IN SPEED WHILE APPLYING GAS. CONTACTED
DEALER. TRANSMISSION WAS SLIPPING, HAD PART REPLACED, BUT PROBLEM REOCCURRED.

*AK

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 U.S. Department of Transportation National Highway Traffic Safety Administration		Auto Safety Hotline Vehicle Owner's Questionnaire NATIONWIDE 1-800-424-8383 DC METRO AREA (202) 366-0123 INTERNET: http://www.nhtsa.dot.gov		FOR AGENCY USE ONLY 1397 Date Received 09-AUG-2002		Od. or r_Ldt od_Lrt up_Rr Reference No. 8015804	
OWNER INFORMATION (Type or Print) [Redacted]						Work Number Home Number	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. Signature of Owner _____ Date <u>8/1/02</u>							
VEHICLE INFORMATION							
Vehicle Ident. No. (VIN) <small>(Located at bottom of dashboard on driver's side)</small> 19UYA42611A033804		Vehicle Make ACURA		Vehicle Model 3.2CL		Vehicle Year 2001	
Current Odometer Reading _____		Purchase Del. <input checked="" type="checkbox"/> New <input type="checkbox"/> Used		Dealer's Name _____		Engine Size (CID/CCL) _____ No. Cylinders _____	
City _____ State _____ Zip Code _____		Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic		Antilock Brakes <input type="checkbox"/> Yes <input type="checkbox"/> No		Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	
Cruise Control <input type="checkbox"/> Yes <input type="checkbox"/> No		Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel		Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util. <input type="checkbox"/> Truck <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____		Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Component 08300000 07300008		Part Name(s) FUEL-FUEL INJECTION SYSTEM POWER TRANS-TRANSMISSION-AUTOMATIC		Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear		Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement	
No. of Failure _____		Dates of Failure(s) 09-AUG-2001		Mileage at Failure(s) 18000		Vehicle Speed at Failure(s) _____	
Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No					
APPLICATION INCIDENT INFORMATION							
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)							
Crash <input type="checkbox"/> Yes <input type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input type="checkbox"/> No		Number of Persons Injured _____		Number of Fatalities _____	
Estimated Property Damage _____		Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No					
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)							
WHILE DRIVING VEHICLE WILL DECREASE IN SPEED WHILE APPLYING GAS. CONTACTED DEALER. TRANSMISSION WAS SLIPPING, HAD PART REPLACED, BUT PROBLEM REOCCURRED. *AK							
CONTINUE ON BACK IF NEEDED							
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 386-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1374

Date Received

24-SEP-2002

Od_or

rt_dt

od_rt

up_tr

Reference No.

B019282

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>Located at bottom of windshield on driver's side</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
PLEASE PROVIDE	ACURA	CL	2001	
Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name		Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio
	City	State	No Cylinders	
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input type="checkbox"/> No	Restraint Systems <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbel <input type="checkbox"/> Driver's Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passenger's Airbag	Cruise Control <input type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
			Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07240000	Part Name(s) POWER TRAIN:TRANSMISSION:UNKNOWN TYPE	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 1	Date of Failure(s) 01-AUG-2002	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 4100		
	Vehicle Speed at Failure(s)		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATES WHILE DRIVING THE TRANSMISSION DOWN SHIFTS AUTOMATICALLY FROM 5TH TO 2ND CAUSING THE CAR TO ALMOST STOPS INSTANTLY.*JB

CONTINUE ON BACK IF NEEDED

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U.S. Department
of Transportation
National Highway
Traffic Safety
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Auto Safety Hotline
Vehicle Owner's Questionnaire
NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 338

Date Received

25-SEP-2002

Del or

rt dt

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up jtr

Reference No.

8019404

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(located at bottom of windshield on driver's side)</small> 19JUA56632A004389	Vehicle Make ACURA	Vehicle Model TL	Vehicle Year 2002	Current Odometer Reading
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Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport Utility Vehicle <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07240000	Part Name(s) POWER TRAIN:TRANSMISSION:UNKNOWN TYPE	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date of Failure(s) 01-JUL-2002	Mileage at Failure(s) 53000	Vehicle Speed at Failure(s)
Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No	

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WHILE DRIVING THE VEHICLE SUDDENLY DOWN SHIFTED TO SECOND GEAR. CONSUMER TOOK TO DEALER AND THEY REPLACED THE TRANSMISSION. PLEASE PROVIDE ANY FURTHER INFORMATION. NLM

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 10/25/02

Case Details

Case ID :	B012001-07-0200291	Division :	Acura - Auto	Condition :	Closed	Open Date :	7/2/2001 4:53:04 PM
Case Originator :	Manuel Godinez	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/11/2001 8:50:39 AM
Case Owner :	Lauren Pickens	Method :	Phone	Queue :		Days Open :	9
		Point of Origin :	Customer	Wipbin :			
Case Title :	ANY REPAIR/ETA			No. of Attachments :	0		

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : CERRILLO, TX
 E Mail :
 Service District No. :
 Sales District No. :

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19CUA5662YA042152
 Model / Year : 3.2TL / 2000
 Model ID / Product Line : UA566YJTW / B
 Miles / Hours :
 In Service Date : 4/30/00
 Months In Use : 15
 Engine Number : J32A12046554
 Originating Dealer No. / Name : 251010 / GOODSON ACURA
 Selling Dealer No. / Name : 251010 / GOODSON ACURA
 Trim : PREMIUM
 No. Of Doors : 4
 Transmission Code : SAT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

Current Dealer Info :

Current Dealer No. / Name : 251481 / DAVID MCDAVID ACURA OF AUSTIN
 Phone No. : 512-335-3355
 Address : 13558 HIGHWAY 183 N
 City / State / Zip : AUSTIN, TX 78750
 Service District No. : 06C
 Sales District No. : B06
 Warranty Labor Rate / Date : \$74.00 /
 Agent Name :

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012001-07-0200291-1	Subcase Close	Product	Operation	218	Automatic Trans	

Issue Details

Issue ID : B012001-07-0200291-1	Type 1 : Product	Condition : Closed	Wipbln :
Issue Originator : Lauren Pickens	Type 2 : Operation	Status : Subcase Close	Open Date : 7/11/01 8:48:35 AM
Issue Owner : Lauren Pickens		Queue :	Close Date : 7/11/01 8:50:36 AM
Issue Title :	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Other 218X

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Updated Information ,

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount : /

Incidental Type 2 / Amount : /

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
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Claim Auth Notes :

Case History

Case ID : B012001-07-0200291

Case Title :

1 - TRANY REPAIR/ETA

***NOTES LOG 07/02/01 04:53:05 PM mgodinez

Client states was driving down freeway, when her transmission failed and car stalled. Client states was on vacation so had car towed to nearest dealer: David MCDavid Acura. Client states was treated very rudely by the service advisor there. Client states as soon as she told him of the problem, he said it was probably the result of a cat or a rat chewing the wires and wouldn't be covered under warranty. Client states car is being repaired at dealer with no estimated repair date. Client is currently driving a loaner car from dealer. Client is requesting repair date.

*** NOTES 07/02/2001 17:36:37 lpickens Action Type: Dealer Communication

Dear Service Manager,

This is the information that this office has received:

Client states that she was driving down the freeway, when her transmission failed and the car stalled. Client states she was on vacation so she had her car towed to the nearest dealer: David MCDavid Acura. Client states she was treated rudely by the service advisor. Client states as soon as she told him of the problem, he said it was probably the result of a cat or a rat chewing the wires and wouldn't be covered under warranty. Client states car is being repaired at dealer with no estimated repair date. Client is currently driving a loaner car from dealer. Client is requesting repair date.

Advised the client that the loaner vehicle is a good will gesture, and stated that we would contact the dealer to get an ETA on the repair.

Thank you,

Lauren Pickens

Acura Client Services

(310)781-5712

*** NOTES 07/05/2001 09:25:34 lpickens Action Type: Call to Dealer

Spoke with SA Michelle and she stated that SM Mark will not be at the dealer until Monday. SA Michelle stated that the client's SA is Paul and he will be there at the dealer tomorrow. SA stated that the vehicle is at the dealer, but she has no information if this is going to be considered under warranty or can provide an ETA for this repair. SA advised that I call back and speak with SA Paul tomorrow regarding an ETA.

Case History

Case ID : B012001-07-0200291

Case Title : ELIZABETH LAGOMARSINO - TRANY REPAIR/ETA

*** NOTES 07/06/2001 09:36:18 lpickens Action Type: Call to Dealer

Spoke with SA Paul and he stated that the trany is in transit. He stated that if the trany gets there too late today, then the client will not get their vehicle back until Monday. SA does not know for sure an exact time, but he stated that it will either be there today or Monday. SA stated that the trany is covered under warranty. SA stated that when the client pulled up at the dealer, her vehicle stunk like a dead animal. SA stated that he was just speaking off the top of his head when he made that comment about a dead animal eating the wires because he has seen this happen before in Texas.

*** NOTES 07/06/2001 09:38:14 lpickens Action Type: Call to Customer

Left a message with the client to return my call regarding the ETA of her repair.

*** NOTES 07/10/2001 07:41:35 lpickens Action Type: Call to Dealer

Spoke with Martin in service and he stated that the trany arrived and was installed yesterday. He stated that today the dealer will be testing the vehicle.

*** NOTES 07/11/2001 08:48:26 lpickens Action Type: Call to Customer

Left a message with the client and closed the case because the vehicle is repaired.

*** SUBCASE B012001-07-0200291-1 7/11/2001 8:48:35 AM lpickens

Case Details

Case ID :	B012001-12-2000439	Division :	Acura - Auto	Condition :	Closed	Open Date :	12/20/2001 12:58:16
Case Originator :	Kevin Brown	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/21/2001 9:54:16
Case Owner :	Kevin Brown	Method :	Phone	Queue :		Days Open :	1
		Point of Origin :	Customer	Wipbin :			
Case Title :		No. of Attachments :	0				

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : RALEIGH, NC
 E Mail :
 Service District No. :
 Sales District No. :

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56932A000185
 Model / Year : 3.2TL / 2002
 Model ID / Product Line : UA5692JW / B
 Miles / Hours :
 In Service Date : 4/13/01
 Months In Use : 8
 Engine Number : J32A21300209
 Originating Dealer No. / Name : 251267 / PERFORMANCE ACURA
 Selling Dealer No. / Name : 251267 / PERFORMANCE ACURA
 Trim : TYPENAV
 No. Of Doors : 4
 Transmission Code : SAT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

Current Dealer Info :

Current Dealer No. / Name : 251267 / PERFORMANCE ACURA
 Phone No. : 919-942-3191
 Address : 1810 DURHAM CHAP. HILL BLV
 City / State / Zip : CHAPEL HILL, NC 27515
 Service District No. : 04A
 Sales District No. : A04
 Warranty Labor Rate / Date : \$63.00 /
 Agent Name :

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012001-12-2000439-1 / THOMAS POOLE - SERVICE	Subcase Closed	Service -	Loaner/Rental	218	Automatic Trans	

Issue Details

Issue ID : B012001-12-2000439-1	Type 1 : Service - Dealer	Condition : Closed	Wipbin :
Issue Originator : Kevin Brown	Type 2 : Loaner/Rental	Status : Subcase Close	Open Date : 12/20/01 1:03:36 PM
Issue Owner : Kevin Brown		Queue :	Close Date : 12/21/01 9:54:06 AM
Issue Title :	SERVICE - DEALER - LOANER/RENTAL		

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc : 7

Involved Party :

Document Ref. # :

Resolved Through :

Decision in Favor Of :

Resolutions : Documented Condition

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Request :

Labor Amount :

Solution / Linked Resolution Info :

Solution ID :

Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case ID : B012001-12-2000439

Case Title : THOMAS POOLE -

***NOTES LOG 12/20/01 12:58:16 PM kbrown

The client states the transmission started slipping and the dealer advised the client to drive the vehicle until it fails. The client states the vehicle did fail on the highway and the vehicle has been towed to the dealer. The dealer advised the transmissions are on back order and it will be 1-2 months for the transmission to come in. The client states that is fine but he is not satisfied with the loaner vehicle that was provided. The client states he is in a Buick Century. The client is taking a road trip for the holidays and he wants something that is comparable to his vehicle. I apologized and advised I would review with the dealer but explained the loaner car policy. I did not raise the client's expectations.

*** SUBCASE B012001-12-2000439-1 12/20/2001 1:03:36 PM kbrown

*** NOTES 12/21/2001 09:38:41 kbrown Action Type: Call to Dealer

Mary in service advised the client is now in an I-30 and the dealer will be able to get the client into a TL later next week.

*** NOTES 12/21/2001 09:39:51 kbrown Action Type: Call to Customer

I left a message for the client to call back.

*** NOTES 12/21/2001 09:53:55 kbrown Action Type: Call from Customer

The client stated he is satisfied with the loaner vehicle he is in now and stated the dealer is taking care of him. The client thanked for the call back.

Special Report

10/29/2002

Case Details

Case ID : B012002-01-2800172 Division : Acura - Auto Condition : Closed Open Date : 1/28/2002 8:30:01 AM
 Case Originator : Jeremy Birkinshaw Sub Division : Customer Relations Status : Closed Close Date : 2/22/2002 8:11:00 AM
 Case Owner : Robert Olibbons Method : Phone Queue : Days Open : 25
 Point of Origin : Customer Wipbin :
 Case Title : TRANSMISSION No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : HALLANDALE, FL
 E Mail :
 Svc District / Site District :

Current Dealer Info :

Current Dealer No. / Name 251128 / ACURA OF SOUTH FLORIDA
 Phone No. : 954-985-2424
 Address : 3801 S. STATE ROAD 7
 City / State / Zip : HOLLYWOOD, FL 33023
 Svc District / Site District : 04H / D04
 Warranty Labor Rate / Date : \$75.00 /
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-01-2800172-1 / ANDRE KOSINSKAYA -	Subcase Close	Warranty	Claim Assistance	218	Automatic Trans	

Product Info :

Unit Owner : LUBOV KOSINSKAYA 2427
 VIN Type / No. : US VIN / 19UUA56601A013254
 Model / Year : 3.2TL / 2001
 Model ID / Product Line : UA5661JTW / B
 Miles / Hours : 29,500
 In Service Date : 12/23/00
 Months In Use : 13
 Engine Number : J32A13413985
 Originating Dealer No. / Name 251128 / ACURA OF SOUTH FLORIDA
 Selling Dealer No. / Name : 251128 / ACURA OF SOUTH FLORIDA
 Trim : 3.2TL
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Spool Report

Issue Details

Issue ID : B012002-01-2800172-1 Type 1 : Warranty Condition : Closed Wipbin :
 Issue Originator : Robert Gibbons Type 2 : Claim Assistance Status : Subcase Close Open Date : 1/29/02 6:55:47 AM
 Issue Owner : Robert Gibbons Queue : Close Date : 2/12/02 9:12:19 AM
 Issue Title : **WARRANTY - CLAIM ASSISTANCE**

Coding Info :

Labor Code / Desc 218 / Automatic Trans

Condition Code Desc Internal Ref 2182
 Campaign Code / Desc : /
 Involved Party :
 Document Ref. # :
 Resolved Through :
 Decision in Favor Of :
 Resolutions : Repaired/Warranty
 NPS Number :

Claim Auth Info :

VIN No. : Repair Order Date :
 Dealer No. : Expiration Date :
 Claim No. : Last Updated On :
 Requested Amount : Part Amount :
 Reimbursement Amount : Labor Amount :
 Maximum Claim Amount :
 Error Codes :

Check Req Info :

VIN Type / No. :
 Engine Serial Number : Delivery Date :
 Check Requirement No. : Status :
 Division : Cost Center :
 Contention Code : Approval Date :
 Defect Code : Check No. :
 Category : Check Date :
 Primary Amount :
 Incidental Type 1 / Amount : /
 Incidental Type 2 / Amount : /
 Total Amount :
 Payee Name :
 Payee Phone No. :
 Address :
 City / State / Zip :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case ID : B012002-01-2800172

Case Title :

- TRANSMISSION

***NOTES LOG 01/28/02 08:30:02 AM gbirkins

Client states his transmission went out two times already. Client states the car is currently at Acura of South Florida. Client states he doesn't feel safe having his mother drive the car anymore. Client states he wants Acura to give him a new car.

*** SUBCASE B012002-01-2800172-1 1/29/2002 6:55:47 AM rgibbons

***CLAIM CHECK 01/30/02 08:39:21 AM rgibbons The following Claim History information was found; 2001-09-05; 088433; 22319; 26.95; 105.00; 0; 410820; 45022-SOK-A11 ; 2511280; 2002-01-07; 927581; 29224; 0.00; 45.00; 0; 123505 ; 28250-PGH-024 ;

*** NOTES 01/30/2002 08:42:01 rgibbons Action Type: Call to Customer

Spoke to client and he stated that the trans was replaced just a couple of weeks ago. Client states that it drove fine for a couple of days then suddenly lost power while on the hwy. Client feels safety concern for his mother who is now afraid to drive the vehicle. Client states that it is at the dealership now waiting on a trans.

*** NOTES 01/30/2002 09:01:18 rgibbons Action Type: Call to Dealer

Left dir vm.

*** NOTES 01/31/2002 09:25:23 rgibbons Action Type: Call to Dealer

Spoke to Albert, SM, and he said that they were putting in the trans today and then will road test it extensively. Albert said that he does not know why the previous trans failed, it was an internal failure.

*** NOTES 02/06/2002 09:18:09 rgibbons Action Type: Call to Customer

Called client to see how the vehicle was running since receiving it back. Client indicated that it was performing alright but he was concerned with the D5 light coming on and going off. Client did not elaborate because he could not talk at the time. Client requested to call me back.

Case History

Case ID : B012002-01-2800172

Case Title : LUBOV KOSINSKAYA - TRANSMISSION

*** NOTES 02/12/2002 09:11:40 rgibbons Action Type: Note-General

Closed until client contacts this office back.

***CLAIM CHECK 02/14/02 10:23:08 AM rgibbons The following Claim History information was found; 2001-09-05; 088433; 22319; 26.95; 105.00; 0; 410820; 45022-SOK-A11 ; 2511280; 2002-01-07; 927581; 29224; 0.00; 45.00; 0; 123505 ; 28250-P6H-024 ;

*** NOTES 02/14/2002 10:31:39 rgibbons Action Type: Call from Customer

Client called back and said that he is still having problems with the vehicle. Client states that the vehicle will lurch when put from neutral to drive.

Client feels unsafe in the vehicle and wants a new car. Client was advised that we could not address those concerns until the dealership had a chance to verify his concerns. Client will take the vehicle to the dealership. Client was advised to have it towed to the dealer if he felt it was unsafe.

*** NOTES 02/15/2002 09:12:10 rgibbons Action Type: Field/DSM

Left Dpsm detailed vm.

*** NOTES 02/18/2002 09:59:45 rgibbons Action Type: Field/DSM

Received vm from DPSM stating that the client would have to take the vehicle back to the dealership for them to verify a problem and at least see what it is before any discussion of trading out of the vehicle.

*** NOTES 02/18/2002 10:00:28 rgibbons Action Type: Call to Dealer

Spoke to Oscar at the dealership and he said that he has not heard from the customer.

*** NOTES 02/22/2002 08:09:53 rgibbons Action Type: Call to Dealer

Spoke to Albert and he said that the client still has not contact them about a problem.

Case ID : B012002-01-2800172**Case Title : LUBOV KOSINSKAYA - TRANSMISSION**

***** NOTES 02/22/2002 08:10:49 rgibbons Action Type: Note-General**
Closed until client returns to the dealership.

Spool Report

Run Date : 10/29/2002

Case Details

Case ID : B012002-01-0200317 Division : Acura - Auto Condition : Closed Open Date : 1/2/2002 9:05:15 AM
 Case Originator : Kevin Brown Sub Division : Customer Relations Status : Closed Close Date : 2/8/2002 8:13:21 AM
 Case Owner : Man Phan Method : Phone Queue : Days Open : 37
 Point of Origin : Customer Within :
 Case Title : B/O TRANS: BBB CALL RECORD #ACU0231801 REC'D No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : WHITE HSE STA, NJ
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56721A009084
 Model / Year : 3.2TL / 2001
 Model ID / Product Line : UA5671JTW / B
 Miles / Hours : 33,109
 In Service Date : 10/17/00
 Months In Use : 15
 Engine Number : J32A13409569
 Originating Dealer No. / Name : 251334 / BILL VINCE'S BRIDGEWATER
 Selling Dealer No. / Name : 251334 / BILL VINCE'S BRIDGEWATER
 Trim : TL NAVI
 No. Of Doors : 4
 Transmission Code : SAT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

Current Dealer Info :

Current Dealer No. / Name : 251334 / BILL VINCE'S BRIDGEWATER
 Phone No. : 908-704-0300
 Address : 1231 ROUTE 22 WEST
 City / State / Zip : BRIDGEWATER, NJ 08807
 Svc District / Sls District : 02A / A02
 Warranty Labor Rate / Date : \$78.00 /
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

2nd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code
B012002-01-0200317-1 / STEVEN TIMKO - PARTS	Subcase Close	Parts - A	Availability	218 Automatic Trans

Issue Details

Issue ID : B012002-01-0200317-1	Type 1 : Parts - AHM	Condition : Closed	Wipbin :
Issue Originator : Man Phan	Type 2 : Availability	Status : Subcase Close	Open Date : 1/4/02 8:13:50 AM
Issue Owner : Man Phan		Queue :	Close Date : 2/8/02 8:13:21 AM
Issue Title : J - PARTS - AHM - AVAILABILITY			

Coding Info :

Labor Code / Desc 218 / Automatic Trans

Condition Code Desc Internal Ref 2182
 Campaign Code / Desc : /
 Involved Party :
 Document Ref # :
 Resolved Through :
 Decision in Favor Of :
 Resolutions : Update Investigation
 NPS Number :

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount :
Reimbursement Amount :	Labor Amount :
Maximum Claim Amount :	
Error Codes :	

Check Req Info :

VIN Type / No. :	Delivery Date :
Engine Serial Number :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount :	
Incidental Type 1 / Amount :	/
Incidental Type 2 / Amount :	/
Total Amount :	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
06200-P7V-000RM	WARRANTY A/T	Warranty

Claim Auth Notes :

Case History

Case ID : B012002-01-0200317

Case Title :

B/O TRANS: BBB CALL RECORD #ACU0231801

***NOTES LOG 01/02/02 09:05:15 AM kbrown

The client called in previously with multiple concerns on the vehicle. The previous case # is B012001-04-1600140.

In the previous contact the client had multiple concerns with the vehicle. The vehicle was inspected by the DPSM and the client's concerns were resolved and the client was provided with a free 15K service.

Currently, the transmission has failed on his vehicle. The dealer has a transmission on back order. The dealer did not have a loaner vehicle available and the client is currently in a rental vehicle that he is paying for. The client is seeking assistance with the rental car. The client feels the car is a lemon and he does not want the vehicle to be returned to him. The client would like a call back from our office.

*** NOTES 01/03/2002 11:34:28 mphan Action Type: Call from Customer

Client called wanting to talk to a case manager regarding his trans. It turns out that I am the case manager for his particular case. I explained that this case was opened yesterday and that it normally takes 1-3 business days for me to start the review of a new case. Client was upset that he had to wait for three hours for a tow truck on the interstate with his son, and now it will take about three to four weeks to get the trans, not only that a loaner car was not given to him so he had to get a rental on his own. Client stated he certified a letter stating that he wants to file this car under the lemon law with the history of repairs to this car. Client stated that he has told everyone he knows not to buy an Acura and he will not buy one unless we treat him right.

I apologized for his experience so far and that I will go ahead and cover his rental for \$30/day until the trans arrives. I also stated that my main concern is to get the trans replaced in his car and that when this is done I would go above and beyond the factory's warranty by discussing goodwill. I accepted the \$30/day offer on his rental car and will await my call on the trans. I explained that I will follow up even if the trans has not arrived.

*** SUBCASE B012002-01-0200317-1 1/4/2002 8:13:50 AM mphan

*** NOTES 01/04/2002 08:34:23 mphan Action Type: Dealer Communication

Dear Service Manager:

We received the following concern from client,

Spool Report

Case History

Case ID : B012002-01-0200317

Case Title :

W/O TRANS: BBB CALL RECORD #ACU0231801

Client called wanting to talk to a case manager regarding his trans. It turns out that I am the case manager for his particular case. I explained that this case was opened yesterday and that it normally takes 1-3 business days for me to start the review of a new case. Client was upset that he had to wait for three hours for a tow truck on the interstate with his son, and now it will take about three to four weeks to get the trans, not only that a loaner car was not given to him so he had to get a rental on his own. Client stated he certified a letter stating that he wants to file this car under the lemon law with the history of repairs to this car. Client stated that he has told everyone he knows not to buy an Acura and he will not buy one unless we treat him right.

This is for your information only, no response necessary.

Man Phan

Acura Client Services

**** SUBCASE B012002-01-0200317-1 - NOTES 1/4/2002 10:27:09 AM mphan Action Type Call to Dealer
Mac, svcs advsr, advised me that the RO was opened 12/29/01 and the trans has not come in yet.

*** NOTES 01/16/2002 13:53:35 gmariano Action Type: Letter/Fax
Customer writes letter and list following repairs and defects of vehicle from Bill Vince's Acura - 1) pull to the left while driving; 2) steering wheel shaking while braking at high speeds; 3) Engine and Drive light flashing; 4) intermittent rubbing/grinding noise while starting the car; and 5) trans being replaced. Customer believes the vehicle is a "Lemon," under NJ Lemon Law. Customer is requesting the vehicle bought back.

*** COMMIT 01/18/2002 07:06:12 mphan Action Type: N/A

**** SUBCASE B012002-01-0200317-1 - NOTES 1/18/2002 2:06:41 PM mphan Action Type Call to Dealer
I called dlr and s/w to Craig and asked him to fax me all the ROs involved with this client.

**** SUBCASE B012002-01-0200317-1 - NOTES 1/18/2002 2:07:58 PM mphan Action Type Call from Dealer

Spot Report

Case History

Case ID : B012002-01-0200317

Case Title : STEVEN TIMKO - B/O TRANS: BBB CALL RECORD #ACU0231801

John, svc mgr, left me a message and asked me to call him regarding this client, because he has some vital information for me.

**** SUBCASE B012002-01-0200317-1 - NOTES 1/21/2002 10:46:28 AM mphan Action Type Call to Dealer

John, svc mgr, stated that Ted Lytle, DPSM, as given client a lot of goodwill for his inconveniences already. John stated a lot of client's claims were not found by the dealership. John is fixing the ROs over to me right now.

**** SUBCASE B012002-01-0200317-1 - NOTES 1/21/2002 10:47:09 AM mphan Action Type Field/DSM

I left a message for Ted Lytle, DPSM, asking him to call me back so we can discuss this case.

*** FULFILL 01/21/2002 10:47:20 mphan Action Type: N/A

*** COMMIT 01/21/2002 10:48:08 mphan Action Type: N/A

**** SUBCASE B012002-01-0200317-1 - NOTES 1/22/2002 9:43:36 AM mphan Action Type Field/DSM

Ted Lytle, DPSM, called and explained that he has given client a free 15K, free brake jobs, and other goodwill gestures, while the dlr was unable to duplicate any of client's issues. Ted stated client would need to take the car to the dlr and demonstrate the issues he is now claiming, otherwise no repair attempts will be made. Ted stated the dlr can check the trans fluid level, but there is a new trans in there so there should not be any problem with the trans fluid.

**** SUBCASE B012002-01-0200317-1 - NOTES 1/22/2002 9:45:15 AM mphan Action Type Call to Customer

I left client a message asking him to give me a call back.

*** FULFILL 01/22/2002 09:45:21 mphan Action Type: N/A

Case ID : B012002-01-0200317

Case Title :

B/O TRANS: BBB CALL RECORD #ACU0231801

*** COMMIT 01/22/2002 09:46:15 mphan Action Type: N/A

**** SUBCASE B012002-01-0200317-1 - NOTES 1/25/2002 1:41:55 PM mphan Action Type Call to Customer

I left another message for client asking him to give me a call.

**** SUBCASE B012002-01-0200317-1 - NOTES 1/25/2002 1:49:07 PM mphan Action Type Call to Customer

The evening number is disconnected, so the only number I can use is the daytime number which turns out to be the client's home number.

**** SUBCASE B012002-01-0200317-1 - NOTES 1/25/2002 1:49:33 PM mphan Action Type Letter/Fax

January 25, 2002

Whitehouse Stat., NJ

Dear

This will confirm your contact to our office concerning your 2001 Acura 3.2TL, VIN: 19UUA56721A009084.

Several unsuccessful attempts have been made to reach you by telephone to discuss your concerns. We recognize schedules are sometimes hectic and understand that it may not be convenient to address your concerns at this time. We remain interested in reviewing any concerns that you may have.

We would appreciate a contact from you at your earliest convenience to review this matter. If we do not hear from you within 10 business days, we will consider your case closed. You may reach our office at 800-382-2238.

Spool Report

Case History

Case ID : B012002-01-0200317

Case Title

VO TRANS: BBB CALL RECORD #ACU0231801

Thank you for this opportunity to be of assistance.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Man Phan
Acura Client Services

*** COMMIT 01/25/2002 13:50:39 mphan Action Type: N/A

*** FULFILL 01/25/2002 13:51:20 mphan Action Type: N/A

**** SUBCASE B012002-01-0200317-1 - NOTES 1/28/2002 10:46:45 AM mphan Action Type Call to Customer

Client finally called and so I returned his call leaving a message on his voicemail at work letting him know I have received a BBB call record and advised that it has been turned over to me and so I asked that client give me a call.

When client calls back I will explain that Acura would like to address the situation and asked that client take his car to the dealer to duplicate the trans issue as well the trouble starting. I will also explain that the main.. req. light is normal, it is a reminder and nothing else.

*** FULFILL 01/28/2002 10:47:06 mphan Action Type: N/A

Case History

Case ID : B012002-01-0200317

Case Title :

J/O TRANS: BBB CALL RECORD #ACU0231801

*** COMMIT 01/28/2002 10:47:30 mphan Action Type: N/A

**** SUBCASE B012002-01-0200317-1 - NOTES 1/29/2002 7:34:08 AM mphan Action Type Call to Customer

Client stated that Ted Lytle, DPSM, was going to reimburse him for the rental of \$600.00. Client stated that he is disappointed with the car and that he has gone through a lot with this car and that he wants a trade out of the car. Client stated this is a bunch of bull s\$%t, he was given a f*cking reman trans. Client stated he has been telling everyone he knows that Acura sucks and he guarantees that Acura has lost about \$1 million dollars in sales. Client stated he also has a lawyer and will take this to the top until he gets what he wants. Client stated he waited for Roadside Assistance for four hours with his son on an interstate in the a brand new car. Client stated there is no way to compensate for that. Client stated all this cost him time from work as well. Client asked what will happen when the warranty runs out and the engine goes out, he will have to pay for that s\$%t out of his pocket. Client stated he does not trust the car anymore because of all the things that has gone wrong with the car. Client reiterated the issues about the SRS light, faulty sensor, the wheel bearings, trans replaced, and shaking when braking at high speeds.

I apologized to client and explained about the reman and also explained that Acura would like to take a look at the trans again since he claims that it is having the same problems. I also explained to client about the maintenance required light and that Acura would also want to look at the hard start issue. Client stated he will take it to the dealership but wanted to know what is Acura going to do for him afterwards. I explained that at this point I need to have the dealership take a look at the car but if he is asking for an immediate answer, Acura will not trade out the car at this point. I explained to client that if the trans goes out when the warranty runs out then Acura can review it on a case to case basis. I explained that there are extended warranty available at the dealership if client is interested in purchasing one. I apologized for everything he has gone through with the car but the dealer has addressed all the above issues. I explained that I will find out about the \$600.00 rental but this case has already been escalated to me who is the case manager in this area. I gave client my supervisor's name and the name and address to Mr. Ainemiya because client wanted to write to the CEO.

**** SUBCASE B012002-01-0200317-1 - NOTES 2/1/2002 8:46:14 AM mphan Action Type Field/DSM

Ted Lytle, DPSM, stated he authorized rental fees for one week, but he can not see a week's rental fees mounting to \$600.00. Ted stated have client drop off the rental fees at the dealership and he will review this at his next dealer visit. Ted stated the dealer told him that client called them to let them know that he is going to take the car for some repairs and when client was asked what kind of repairs, client stated did not say, instead he said many things.

**** SUBCASE B012002-01-0200317-1 - NOTES 2/1/2002 8:51:11 AM mphan Action Type Call from Customer

I left a message for client asking him to give me a call back in regards to his rental fees.

Case History

Case ID : B012002-01-0200317

Case Title :

- B/O TRANS: BBB CALL RECORD #ACU0231801

*** COMMIT 02/01/2002 08:51:36 mphan Action Type: N/A

**** SUBCASE B012002-01-0200317-1 - NOTES 2/1/2002 1:17:42 PM mphan Action Type Call to Customer

I advised client that Ted would review the rental receipt because he did authorized it for one week. Client stated that Ted authorized it for two weeks because the trans that arrived was defective. Client also stated he has an appt to take the car in on Monday. I advised to client that Ted stated for client to leave the invoice with the dealership and Ted will look at it during his next dealer visit. I also explained that the dealership will take a look at the trans issue.

I will need to follow up with this on Tuesday to see what the dealership found. I will also tell Ted about the two weeks of rental instead of one week.

**** SUBCASE B012002-01-0200317-1 - NOTES 2/1/2002 1:19:26 PM mphan Action Type Field/DSM

Advised Ted of the notes above and Ted stated he will look at the rental receipt as well as the RO and if the dates match then he wouldn't have a problem taking care of client. I informed Ted that I will follow up with dealer on Tuesday.

**** SUBCASE B012002-01-0200317-1 - NOTES 2/1/2002 1:31:35 PM mphan Action Type Call to Dealer

S/W John, svc mgr, he stated that client called him to have him take a look at the maint req light and to check fluids in the car. I advised John to document whatever it is that cust contends and then check that. I advised that client told me that his trans is slipping and the car is hard to start. John will inspect/check whatever client contends. I will follow up on Tuesday.

*** FULFILL 02/01/2002 13:31:43 mphan Action Type: N/A

*** COMMIT 02/01/2002 13:32:15 mphan Action Type: N/A

**** SUBCASE B012002-01-0200317-1 - NOTES 2/6/2002 2:24:22 PM mphan Action Type Call to Dealer

John, stated that client did not come in and did not call to cancel. John, stated that client did however fax in the receipt for the rental car for Ted Lytle, DPSM, to review for reimbursement. I will contact client and see what happen.

Case ID : B012002-01-0200317

Case Title :

B/O TRANS: HBB CALL RECORD #ACU0231801

**** SUBCASE B012002-01-0200317-1 - NOTES 2/6/2002 3:49:08 PM mphan Action Type Call from Customer
more notes that was left out earlier:

Client stated he will take his car to an independent and will send us the bill for the trans. I advised client that any warranty work will need to be done at an Acura dealership. I advised that if he sends us a bill from an independent shop he will not be reimbursed. Client then stated he will take it to another Acura dealer. I explained that would be okay, I explained that as long as it is an Acura dealership then Acura will take care of any warranty issue.

**** SUBCASE B012002-01-0200317-1 - NOTES 2/6/2002 3:51:02 PM mphan Action Type Field/DSM

I informed Ted and he stated that he will look at the ROs and verify the dates when on his next dealer visit. Ted stated client had plenty of time to send the dealer the rental receipts, it was client's choice to send it recently.

**** SUBCASE B012002-01-0200317-1 - NOTES 2/6/2002 3:52:46 PM mphan Action Type Field/DSM

I also advised Ted that client is requesting that Ted calls him to discuss this. Ted stated he has already given client as much of his time as possible, but Ted is in zone meetings all this week, he will contact client when possible.

*** FULFILL 02/08/2002 08:12:29 mphan Action Type: N/A

**** SUBCASE B012002-01-0200317-1 - NOTES 2/8/2002 8:13:01 AM mphan Action Type Note-General

Closing case since Ted will review this with dealership.

Closing case.

Case Details

Case ID : B012002-03-1800130 Division : Acura - Auto Condition : Closed Open Date : 3/18/2002 7:52:59 AM
 Case Originator : Grace Mariano Sub Division : Customer Relations Status : Closed Close Date : 3/18/2002 8:26:04 AM
 Case Owner : Grace Mariano Method : Phone Queue : Days Open : 0
 Point of Origin : Customer Wipbin :
 Case Title : RANNIE ISSUE REFER TO DLR No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : BALTIMORE, MD
 E Mail :
 Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 251098 / NORRIS ACURA WEST
 Phone No. : 410-461-7000
 Address : 8559 BALTIMORE NATL PK
 City / State / Zip : ELLICOTT CITY, MD 21043
 Svc District / Sls District : 02F / C02
 Warranty Labor Rate / Date : \$73.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA42751A032005
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4271FNW / B
 Miles / Hours :
 In Service Date : 3/31/01
 Months In Use : 12
 Engine Number : J32A21021062
 Originating Dealer No. / Name : 251057 / ROSENTHAL ACURA
 Selling Dealer No. / Name : 251057 / ROSENTHAL ACURA
 Trim : TYPENAV
 No. of Doors : 2
 Transmission Code : SAT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	NPS
B012002-03-1800130-1	Subcase Close	Product	Operation	218 Automatic Trans

Issue Details

Issue ID : B012002-03-1800130-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Grace Mariano	Type 2 : Operation	Status : Subcase Close	Open Date : 3/18/02 8:25:35 AM
Issue Owner : Grace Mariano		Queue :	Close Date : 3/18/02 8:26:04 AM
Issue Title : - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Other 218X
Campaign Code / Desc : /
Involved Party :
Document Ref. # :
Resolved Through :
Decision in Favor Of :
Resolutions : Referred to Dealer
NPS Number :

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount : \$0.00
Reimbursement Amount :	Labor Amount : \$0.00
Maximum Claim Amount : \$0.00	
Error Codes :	

Check Req Info :

VIN Type / No. :	Delivery Date :
Engine Serial No. :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount : \$0.00	
Incidental Type 1 / Amount : / \$0.00	
Incidental Type 2 / Amount : / \$0.00	
Total Amount : \$0.00	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-03-1B00130

Case Title : PHILLIP ROBINSON - TRANNIE ISSUE REFER TO DLR

*** CASE CREATE 3/18/02 7:52:59 AM gmariano

Contact Priority = N/A, Status = Solving.

*** CASE MODIFY 3/18/02 7:53:05 AM gmsariano

into WIP CASES and Status of Solving.

*** CASE MODIFY 3/18/02 7:54:26 AM. emmerrino

into WTP CASES and Status of Solving.

*** CASE MODIFY 3/18/02 7:54:32 AM. gmariano

into WTP CASES and Status of Solving.

*** NOTES 3/18/02 8:24:50 AM, gmsarimo, Action Type : Call from Customer

Customer calls in and states that his vehicle is at Acura West for a transonic issue. Customer states that he was driving at 60mph, then the vehicle started jerking, at which the acceleration dropped to 30mph. Customer states that the vehicle would not accelerate at a higher speed. Customer states that he would like to know if the vehicle would meet all the standards and if a rebuild transonic would be put in.

*** NOTES 3/18/02 8:25:17 AM, gmariano, Action Type : Note-General

Referred customer to speak to the dealer's Serv. Mgr. Closing Case.

*** CASE MODIFY 3/18/02 8:25:29 AM, gmariano

Into WIP CASES and Status of Solving.

*** SUBCASE B012002-03-1800130-1 CREATE 3/18/02 8:25:35 AM. gmariano

Created in WIP Default with Due Date 3/18/2002 8:25:35 AM.

*** CASE CLOSE 3/18/02 8:26:04 AM gmariano

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE B012002-03-1800130-1 CLOSE 3/18/02 8:26:04 AM. *crusiano*

Status = Solving, Resolution Code = Instruction Given

*** CASE RULE ACTION 4/15/02 6:52:59 AM. sg

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 4/29/02 6:52:59 AM ***

Action owners suaver - 45 days of rule Case Closure fined

Case Details

Case ID : B012002-03-2500201 Division : Acura - Auto Condition : Closed Open Date : 3/25/2002 10:02:10
 Case Originator : Tim Burger Sub Division : Customer Relations Status : Closed Close Date : 4/1/2002 7:34:25 AM
 Case Owner : Kevin Brown Method : Phone Queue : Days Open : 7
 Point of Origin : Customer Wipbln :
 Case Title : LANNY No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No :
 Site Phone No :
 Contact Name :
 Day Phone No :
 Evening Phone No :
 Cell / Pager No :
 Fax No :
 Address :
 City / State / Zip : RICHMOND, NC
 E Mail :
 Service District No :
 Sales District No :

Product Info :

Unit Owner :
 VIN Type / No : US VIN / 19UYA42411A010119
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4241FNW / B
 Miles / Hours : 55,000
 In Service Date : 7/31/00
 Months In Use : 20
 Engine Number : J32A13004024
 Originating Dealer No. / Name : 251433 / STEVENSON ACURA
 Selling Dealer No. / Name : 251433 / STEVENSON ACURA
 Trim : 3.2 CL
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

Current Dealer Info :

Current Dealer No. / Name : 251433 / STEVENSON ACURA
 Phone No : 910-395-1116
 Address : 821 S. COLLEGE ROAD
 City / State / Zip : WILMINGTON, NC 28403
 Service District No. : 04B
 Sales District No. : A04
 Warranty Labor Rate / Date : \$65.00 /
 Agent Name :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type-1	Issue Type-2	Labor Code	Labor Code Desc	NPS
B012002-03-2500201-1 /	Subcase Close	Product	Operation	218	Automatic Trans	

Issue Details

Issue ID : B012002-03-2500201-1	Type 1 : Product	Condition : Closed	Wipbln :
Issue Originator : Kevin Brown	Type 2 : Operation	Status : Subcase Close	Open Date : 3/25/02 10:17:16 AM
Issue Owner : Kevin Brown		Queue :	Close Date : 4/1/02 7:34:24 AM
Issue Title :	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc :

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolution : Assist - AHB240%

WPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Check Requisition No. :

Division :

Convention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
----------	------------------	-----------

Claims Auth Notes :

Case History

Case ID : B012002-03-2500201

Case Title :

FRANNY

***NOTES LOG 03/25/02 10:02:10 AM thurger

Client states his VIN is 19nys42411a0101119 (couldn't locate in system). Client states at 55,000 miles- last Monday- his transmission was shimmying and he took in into dealer, who changed the fluid. Client states that on Saturday, his transmission totally locked up, and dealer advised him to call ACS for possible goodwill.

*** NOTES 03/25/2002 10:03:05 thurger Action Type: Call from Customer

Advised client I would forward case to case manager.

*** SUBCASE B012002-03-2500201-1 3/25/2002 10:17:16 AM kbrown

*** NOTES 03/25/2002 11:00:54 kbrown Action Type: Call from Dealer

Kenny Smith advised he has a call into Dale Meeks to see if Acura is going to provide assistance.

*** NOTES 03/26/2002 09:24:39 kbrown Action Type: Field/DSM

I left a message for Dale Meeks to call back.

*** NOTES 03/28/2002 06:31:24 kbrown Action Type: Call from Customer

The client called to check the status of her case. I advised it is still being reviewed at this time and I will call her back today with more information. The client advised to contact her at 252-939-3146.

*** NOTES 03/28/2002 07:39:55 kbrown Action Type: Field/DSM

I left a message for Dale Meeks to call back.

*** NOTES 03/28/2002 13:56:44 kbrown Action Type: Field/DSM

Case History

Case ID : B012002-03-2500201

Case Title : MITCHEL GWYNN - TRANNY

Mr. Meeks advised he wants to check and see what kind of maintenance history the client has had.

*** NOTES 03/28/2002 14:09:12 kbrown Action Type: Call to Customer
I left a message for the client to call back.

*** NOTES 04/01/2002 07:34:11 kbrown Action Type: Call to Dealer

Kenny Smith advised the DPSM authorized the repairs and the dealer has notified the client that the repairs will be covered by goodwill. The dealer has the transmission on order and will repair the vehicle when the part arrives at the dealer.

Spool Report

Run Date : 10/25/2002

Case Details

Case ID : B012002-03-2800538 Division : Acura - Auto Condition : Closed Open Date : 3/28/2002 1:50:10 PM
 Case Originator : Erik Thomas Sub Division : Customer Relations Status : Closed Close Date : 4/29/2002 3:13:21 PM
 Case Owner : Erik Thomas Method : Phone Queue : Days Open : 32
 Point of Origin : Dealer Wipbin :
 Case Title : TRANSMISSION FAILURE / PARTS BACKORDER No. of Attachments : 1

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : DIAMOND BAR, CA
 E Mail :
 Service District No. :
 Sales District No. :

Current Dealer Info :

Current Dealer No. / Name 251232 / THOMAS ACURA
 Phone No. : 626-915-1602
 Address : 580 S. CITRUS AVENUE
 City / State / Zip : COVINA, CA 91723
 Service District No. : 01A
 Sales District No. : A01
 Warranty Labor Rate / Date : \$76.00 /
 Agent Name :

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA02453A000857
 Model / Year : 32CL - / 2003
 Model ID / Product Line : YA243R4W / B
 Miles / Hours : 300
 In Service Date : 3/16/03
 Months In Use : 0
 Engine Number : B2A15000183
 Originating Dealer No. / Name : 251232 / THOMAS ACURA
 Selling Dealer No. / Name : 251232 / THOMAS ACURA
 Trim : 32CL
 No. of Doors : 2
 Transmission Code : SAT
 Exterior Color : QB
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-03-2800538-1 /	Subcase Close	Product	Operation	218	Automatic Trans	
B012002-03-2800538-2 /	- PARTS - Subcase Close	Parts - A	Backord-Unit Down	218	Automatic Trans	

Spool Report

Date: 10/25/2002

Issue Details

Issue ID : B012002-03-2800538-1

Type 1 : Product

Condition : Closed

Wipbin :

Issue Originator : Erik Thomas

Type 2 : Operation

Status : Subcase Close

Open Date : 3/28/02 1:52:46 PM

Issue Owner : Erik Thomas

Queue :

Close Date : 4/29/02 3:13:21 PM

Issue Title :

RODUCT - OPERATION

Coding Info :

Labor Code / Desc 218 / Automatic Trans

Condition Code Desc Internal Fail 2182

Campaign Code / Desc :

Involved Party :

Document Ref. # :

Resolved Through :

Decision in Favor Of :

Resolutions : Repaired/Warranty, Offered Incentive,

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Delivery Date :

Check Requisition No. :

Status :

Division :

Cost Center :

Contention Code :

Approval Date :

Defect Code :

Check No. :

Category :

Check Date :

Primary Amount : \$0.00

Incidental Type 1 / Amount : / \$0.00

Incidental Type 2 / Amount : / \$0.00

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Claim Auth Info :

VIN No. :

Repair Order Date :

Dealer No. :

Expiration Date :

Claim No. :

Last Updated On :

Requested Amount :

Parts Amount : \$0.00

Reimbursement Amount :

Labor Amount : \$0.00

Maximum Claim Amount : \$0.00

Error Codes :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
06200-PGF-A5IRM	WARRANTY A/T	Warranty

Claim Auth Notes :

Spool Report

Issue Details

Issue ID : B012002-03-2800538-2

Type 1 : Parts - AHM

Condition : Closed

Within :

Issue Originator : Erik Thomas

Type 2 : Backord-Unit Down

Status : Subcase Close

Open Date : 3/28/02 1:53:37 PM

Issue Owner : Erik Thomas

Queue :

Close Date : 4/29/02 3:13:21 PM

Issue Title : -PARTS - AHM - BACKORD-UNIT DOWN

Coding Info :

Labor Code / Desc 218 / Automatic Trans

Condition Code Desc Internal Fail 2182

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Repaired/Warranty, Assist - Loaner,

NPS Number :

Claim Auth Info :

VIN No. :

Repair Order Date :

Dealer No. :

Expiration Date :

Claim No. :

Last Updated On :

Requested Amount :

Parts Amount :

Reimbursement Amount :

Labor Amount :

Maximum Claim Amount :

Error Codes :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Delivery Date :

Check Requisition No. :

Status :

Division :

Cost Center :

Contention Code :

Approval Date :

Defect Code :

Check No. :

Category :

Check Date :

Primary Amount :

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
06200-PGF-A51RM	WARRANTY A/T	Warranty

Claim Auth Notes :

Case History

Case ID : B012002-03-2800538

Case Title :

TRANSMISSION FAILURE / PARTS BACKORDER

***NOTES LOG 03/28/02 01:50:11 PM ethomas

Thomas Acura Service Manager, PJ Palencia, called to request assistance with a parts delay. He related the customer's transmission failed a short time after taking possession of the car. He stated he has not been successful in his attempts to secure a transmission from the Parts Reman Center. He stated there is no ETA at this time. He stated that he fears the customer may pursue a BBB case. He requested assistance to secure the part from the Acura Client Services office at the direction of District Parts and Service Manager, Mark Blice, and Zone Manager, Rick Ferracini.

*** NOTES 03/28/2002 13:51:45 ethomas Action Type: Call from Customer

Acura Client Services Assistant Manager, Tom Schenling, contacted the Reman Center in Ohio. He related that the vehicle is #2 on the list, but there is no ETA at this time. He related that the person in charge is on vacation at this time.

*** NOTES 03/28/2002 13:52:39 ethomas Action Type: Call from Customer

Advised dealership of current status and advised we would follow-up on customer's concern after holiday weekend.

*** SUBCASE B012002-03-2800538-1 3/28/2002 1:52:46 PM ethomas

*** SUBCASE B012002-03-2800538-2 3/28/2002 1:53:37 PM ethomas

*** NOTES 04/01/2002 10:28:26 ethomas Action Type: Part Avail Lookup

Attempted to contact Diane Colletti of the Remanufactured Parts Center. Diane was not available and her voicemail was not accepting messages.

*** NOTES WITH COMMITMENT 04/01/2002 10:29:58 ethomas Action Type: Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/4/02 10:

This customer contacted our office regarding the following issue(s):

Case ID : B012002-03-2800538

Case Title :

TRANSMISSION FAILURE / PARTS BACKORDER

Thomas Acura Service Manager, PJ Palencia, called to request assistance with a parts delay. He related the customer's transmission failed a short time after taking possession of the car. He stated he has not been successful in his attempts to secure a transmission from the Parts Reman Center. He stated there is no ETA at this time. He stated that he fears the customer may pursue a BBB case. He requested assistance to secure the part from the Acura Client Services office at the direction of District Parts and Service Manager, Mark Blice, and Zone Manager, Rick Ferracini.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

PLEASE ACCEPT THIS MESSAGE AS CONFIRMATION THAT THIS CONCERN IS BEING INVESTIGATED. THANKS FOR YOUR PATIENCE.

Brik Thomas
Acura Client Services
Service Operations
American Honda Motor Co., Inc.
310-781-5088

*** NOTES 04/01/2002 13:04:42 ethomas Action Type: Part Avail Lookup

Contacted Diane Colletti of the Parts Reman Center. She explained that Parts Analyst, John Woodward, was out all last week. She stated as of today, he is working on the matter and hopes to have more information and/or a transmission by the ASAP. She indicated that the best case scenario would be the end of the week.

*** NOTES 04/01/2002 13:16:08 ethomas Action Type: Call to Dealer

Contacted Thomas Acura Service Manager, PJ Palencia. Provided status update and advised I would keep him abreast of any status changes.

*** NOTES 04/04/2002 10:33:34 ethomas Action Type: Field/DSM

Left message for District Parts and Service Manager, Mark Blice, to advise that there is still no ETA on the transmission and to suggest resolution through

Case History

Case ID : B012002-03-2800538

Case Title :

TRANSMISSION FAILURE / PARTS BACKORDER

possible alternative means. Requested a return call.

*** FULFILL 04/04/2002 14:00:18 ethomas

*** NOTES 04/05/2002 13:55:12 ethomas Action Type: Field/DSM

Spoke with District Parts and Service Manager, Mark Blice. He related that no other alternatives can be considered until the ETA on the transmission is received.

*** NOTES 04/05/2002 14:51:17 ethomas Action Type: Part Avail Lookup

Spoke with Asst Mgr. Tom Schmeling. He related that the transmission will ship on Wednesday, April 10th and expects it to arrive on Friday.

*** NOTES 04/05/2002 14:52:12 ethomas Action Type: Field/DSM

Left message to provide an ETA on the customer's vehicle's transmission on District Parts and Service Manager, Mark Blice's voice mail.

*** NOTES 04/08/2002 11:06:15 ethomas Action Type: Call to Dealer

Spoke with Service Manager, PJ Palencia and provided information update.

*** NOTES 04/08/2002 16:48:36 ethomas Action Type: Field/DSM

DPSM, Mark Blice, called and indicated he is having the General Manager draw up paperwork and numbers to possibly put customer in a different vehicle.

*** NOTES 04/08/2002 16:52:59 ethomas Action Type: Field/DSM

DPSM called back and stated that he spoke with Service Manager, PJ Palencia. He related that the customer's father bought the car for his son and feels

Case History

Case ID : B012002-03-2800538

Case Title :

TRANSMISSION FAILURE / PARTS BACKORDER

they will accept goodwill instead of a dealership trade. He stated he will halt potential exchange until trans comes in and consider all other goodwill options.

*** NOTES 04/09/2002 11:06:24 ethomas Action Type: Call from Customer

Customer called me on my direct line. Customer stated he has lost faith in the car. He stated it failed on the freeway and they were lucky they were not hit. He stated they had to push it off the road. He stated they were embarrassed. He called to request a new car. He stated he made his request known to PJ and Steve at Thomas Acura and they gave him my number.

Advised it is not an offer I can extend at this time. Apologized for poor experience. Advised we stand behind the product and want to repair the car. Advised we will look for a means to compensate him for his poor experience.

*** NOTES 04/09/2002 11:19:30 ethomas Action Type: Field/DSM

Left message for District Parts and Service Manager, Mark Blice, to request review of alternative resolutions, in light of the customer's request.

*** NOTES 04/15/2002 10:31:41 ethomas Action Type: Field/DSM

Spoke with District Parts and Service, Mark Blice. He related that current plan of action is to repair the vehicle and return it to the customer. He requested I confirm whether or not the transmission has arrived. He related it had not arrived as of Friday.

*** NOTES 04/15/2002 10:38:06 ethomas Action Type: Call to Dealer

Contacted Thomas Acura and spoke with Service Director/Parts Manager, Mark Blice. He confirmed the customer's transmission was delivered to the dealership.

*** NOTES 04/15/2002 10:38:43 ethomas Action Type: Field/DSM

Left message providing status update to District Parts and Service Manager, Mark Blice.

*** NOTES 04/16/2002 13:30:08 ethomas Action Type: Call to Dealer

Spool Report

Case History

Case ID : B012002-03-2800538

Case Title :

- TRANSMISSION FAILURE / PARTS BACKORDER

Left message for Parts Manager/ Service Director, Mark, requesting status update.

*** NOTES 04/16/2002 13:31:22 ethomas Action Type: Field/DSM

Left message for DPSM, Mark Blice, to request status.

*** NOTES 04/17/2002 10:51:17 ethomas Action Type: Field/DSM

Received call from District Parts and Service Manager, Mark Blice, indicating that the transmission was successfully installed in the customer's vehicle and returned to him. I will initiate follow-up tomorrow after customer has been in car for at least 24 hours.

*** NOTES 04/18/2002 16:51:58 ethomas Action Type: Call to Dealer

Contacted the customer. He stated he has not yet received his car as of yet. He requested that one month's payment be covered. Advised that we will cover that cost as a goodwill gesture. Advised I will find out with the dealership about his car.

*** NOTES 04/18/2002 16:54:44 ethomas Action Type: Field/DSM

Contacted the DPSM, Mark Blice and provided status.

*** NOTES 04/18/2002 17:01:57 ethomas Action Type: Call to Dealer

Contacted Service Director Mark. He confirmed the car is done and ready. He related he will give the customer a call to let him know the car is ready to be returned immediately.

*** NOTES 04/22/2002 10:57:15 ethomas Action Type: Call to Customer

Contacted the customer. Extended 1 months payment as requested as well as 7500 and 15,000 mile services. He indicated he is pleased with the follow-up. He stated his car is okay at this time. He will fax in payment stub.

*** NOTES 04/23/2002 10:26:56 ethomas Action Type: Note-Resolution

Case History

Case ID : B012002-03-2800538

Case Title : SUCHUNG KUO - TRANSMISSION FAILURE / PARTS BACKORDER

Check request submitted to supervisor for review and approval.

*** FULFILL 04/23/2002 10:45:25 ethomas Action Type: N/A

Case Details

Case ID :	B012002-04-0100746	Division :	Acura - Auto	Condition :	Closed	Open Date :	4/1/2002 1:04:08 PM
Case Originator :	Erin Hafstahl	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/15/2002 9:01:35 AM
Case Owner :	Min Phan	Method :	Phone	Queue :		Days Open :	44
		Point of Origin :	Customer	Wipbin :			
Case Title :	CRISTIAN ROTH - TRANSMISSION/CAR DOWN			No. of Attachments :	0		

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : BAYVILLE, NJ
 E Mail :
 Service District No. :
 Sales District No. :

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA42691A038381
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4261FNW / B
 Miles / Hours : 17,000
 In Service Date : 8/27/01
 Months In Use : 8
 Engine Number : J32A21025347
 Originating Dealer No. / Name : 251401 / ACURA OF TURNERSVILLE
 Selling Dealer No. / Name : 251401 / ACURA OF TURNERSVILLE
 Trim : TYPE-S
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

Current Dealer Info :

Current Dealer No. / Name : 251204 / RYAN'S OPEN ROAD ACURA
 Phone No. : 732-238-3030
 Address : 1041 ROUTE 18
 City / State / Zip : EAST BRUNSWICK, NJ 08816
 Service District No. : 02A
 Sales District No. : A02
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name :

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Desc	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-04-0100746-1 /	- PARTS	Subcase Close	Parts - A	Backord-Unit Down	218 Automatic Trans	

Issue Details

Issue ID : B012002-04-0100746-1

Type 1 : Parts - AHM

Condition : Closed

Wipbin :

Issue Originator : Man Phan

Type 2 : Backord-Unit Down

Status : Subcase Close

Open Date : 4/3/02 10:02:24 AM

Issue Owner : Man Phan

Queue :

Close Date : 5/15/02 9:01:35 AM

Issue Title :

- PARTS - AHM - BACKORD-UNIT DOWN

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc

Internal Fail 2182

Campaign Code / Desc :

/

Involved Party :

Document Ref. # :

Resolved Through :

Decision in Favor Of :

Resolutions :

Assist - Rental

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BQ Reason
06200-PGF-020RM	WARRANTY A/T	Warranty

Claims Auth Notes :

Case History

Case ID : B012002-04-0100746

Case Title :

- TRANSMISSION/CAR DOWN

***NOTES LOG 04/01/02 01:04:09 PM ehaftahl

The client states that his transmission failed while driving on March 28th and had a friend tow the car to a local mechanic. The car is currently at Berkeley Auto (732) 341-1220. The client states that he called his local Acura dealership (Ocean Acura) and was told they are under construction and cannot help him. The client states that he then called the selling dealership (Turnersville Acura) even though it is a farther distance and that dealership told him transmissions were on back order and to go back to Ocean Acura. The client states that he has called roadside assistance and they said they would only tow the car to the local Acura dealership. The client is calling ACS to find out how he can get his car to a dealership and which dealership is going to help him. The client states that he is using his parents car right now but they will need it back and neither dealership has loaners available.

***CAMPAIGN CHECK 04/01/02 11:57:31 AM ehaftahl The following Campaign information was found 00-004; K94; 1999 3.2TL PCV HOSE; ; 00-004; L40; 1999 TL EGR PORT CLOG; ;

*** NOTES WITH COMMITMENT 04/01/2002 14:01:09 mphan Action Type: Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 4/4/02 2:0

This customer contacted our office regarding the following issue(s):

The client states that his transmission failed while driving on March 28th and had a friend tow the car to a local mechanic. The car is currently at Berkeley Auto (732) 341-1220. The client states that he called his local Acura dealership (Ocean Acura) and was told they are under construction and cannot help him. The client states that he then called the selling dealership (Turnersville Acura) even though it is a farther distance and that dealership told him transmissions were on back order and to go back to Ocean Acura. The client states that he has called roadside assistance and they said they would only tow the car to the local Acura dealership. The client is calling ACS to find out how he can get his car to a dealership and which dealership is going to help him. The client states that he is using his parents car right now but they will need it back and neither dealership has loaners available.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Man Phan

(Auto/ Acura CR) Automobile Customer Service

*** COMMIT 04/01/2002 14:03:20 mphan Action Type: N/A

Case History

Case ID : B012002-04-0100746

Case Title :

1 - TRANSMISSION/CAR DOWN

*** SUBCASE B012002-04-0100746-1 4/3/2002 10:02:24 AM mphan

**** SUBCASE B012002-04-0100746-1 - NOTES 4/3/2002 10:05:39 AM mphan Action Type Call to Dealer

Bud, svc mgr, stated because of the reconstruction he is unable to take in another car until 4/17/02. Bud was not happy with the reconstruction. Bud stated he told the client to take his car to the dealer he purchased it from.

**** SUBCASE B012002-04-0100746-1 - NOTES 4/3/2002 10:07:53 AM mphan Action Type Call to Customer

I left a message introducing myself and asked that client gives me a call.

*** FULFILL 04/03/2002 10:07:57 mphan Action Type: N/A

*** COMMIT 04/03/2002 10:08:27 mphan Action Type: N/A

**** SUBCASE B012002-03-2500251-1 - NOTES 4/3/2002 2:14:31 PM mphan Action Type Call from Customer

Client returned my call and stated he is very disappointed with Acura. Client stated he wants to know when is he going to get the courtesy car. Client stated he might not even buy another Acura after this.

I empathized with him and stated that I know this is frustrating right now but I will do the best I can. I explained that Acura does not have a courtesy car policy but I will see if the dealer does and will see if I can arrange a rental car for him.

**** SUBCASE B012002-04-0100746-1 - NOTES 4/3/2002 2:16:41 PM mphan Action Type Call to Dealer

S/W Charlie from dealer and explained that situation and gave him a heads up that client might be calling. I asked if he can arrange for a rental for client while we diagnose his car and if it is a trans problem. I also advised that I will take care of the tow.

Case History

Case ID : B012002-04-0100746

Case Title :

1 - TRANSMISSION/CAR DOWN

*** FULFILL 04/04/2002 10:46:46 mphan Action Type: N/A

**** SUBCASE B012002-04-0100746-1 - NOTES 4/4/2002 10:48:11 AM mphan Action Type Call to Customer

I left a message for client letting him know that I have spoken to Charlie at Brunswick Acura and have arranged that he has a car ready and that we will tow the car to the dealer as well. I advised client that if he has any questions to please give me a call.

*** COMMIT 04/04/2002 10:48:58 mphan Action Type: N/A

**** SUBCASE B012002-04-0100746-1 - NOTES 4/4/2002 1:39:21 PM mphan Action Type Call to Dealer

I returned Charlie's call from the dealer. Charlie stated this car was in an accident because the body shop sent him a bill that read point of impact left front. Charlie stated he will not be able to know for sure until tomorrow.

I will follow up tomorrow and find out what Charlie finds out.

*** FULFILL 04/04/2002 13:39:43 mphan Action Type: N/A

*** COMMIT 04/04/2002 13:41:46 mphan Action Type: N/A

**** SUBCASE B012002-04-0100746-1 - NOTES 4/5/2002 8:17:33 AM mphan Action Type Call from Customer

Client called and demanded his courtesy car and stated when is he going to get it. I advised that I had arranged for him to get into one from the dealer and right now Charlie, svc advsr, told me that the car was in an accident so he will have to look into that. Client then stated yelling, "I know this was going to happen. The damages were only \$5000 scratches. I should have gotten my lawyer involved." Client continued that my boss is yelling at me and my parents are yelling at me, I am sick and tired of this. I tried to calm client down by empathizing that he has a trans problem. Client continued to yell and by verbally abusive and stated he has received zero customer service from Acura. I asked client refrain from cursing. I explained

Case History

Case ID : B012002-04-0100746

Case Title :

TRANSMISSION/CAR DOWN

that Acura has done everything we can to accommodate for his needs. I reminded client that he called our office on 4/1/02 and I made contact to him by 4/3/02, when normally it takes 3 b0-days, I called another dealer to see if they would tow his car from the body shop to the dealer and arrange for a car for him. I explained that is so far above and beyond what Acura is responsible for, none of what I did was an obligation rather they were acts of customer service.

Client calmed down a little bit more and asked for his courtesy car. I explained that Acura does not have such programs and that if he was promised that when he bought the car then it was independent to that dealer. However given his situation I have asked Charlie arrange for him to get into a car but since Brunswick is too far for him and his boss is yelling at him and his parents are not making this any easier, I will authorize for him to get into a rental car in his area for \$30/day. I advised that we do not pay for insurance or tax. I explained that if he wants something more he can pay for the difference. Client understood and is now very calm and appreciative of our services. I further explained that I have not declined the warranty work on the trans. I explained that I will continue to look into that and if it is a defect and not related to the accident then Acura will take care of it.

Client understands now and then apologized for getting out of control earlier. I offered client to call me anytime if he has any questions.

**** SUBCASE B012002-04-0100746-1 - NOTES 4/5/2002 9:58:46 AM mphan Action Type Call to Dealer

Charlie called the dealer and found out that the repair was only about \$1,000.00 and it was the left fender. Charlie stated it did not affect the trans. Charlie stated this will be a warranty work and he will get them to order the trans. I asked that Charlie give me a call with the ref# when it is in fact ordered and I asked him to have Bob the parts mgr to do today since there is a b/o on this trans.

**** SUBCASE B012002-04-0100746-1 - NOTES 4/5/2002 10:15:20 AM mphan Action Type Call to Customer

I left a message for client updating him and letting him know that the damages to the car did not effect the trans so the repair to the trans would be under warranty. I offered our number if he has any questions concerning the case.

*** FULFILL 04/05/2002 10:15:24 mphan Action Type: N/A

*** COMMIT 04/05/2002 10:16:33 mphan Action Type: N/A

**** SUBCASE B012002-04-0100746-1 - NOTES 4/5/2002 10:17:48 AM mphan Action Type Note-General

Case History

Case ID : B012002-04-0100746

Case Title :

TRANSMISSION/CAR DOWN

If this trans is on b/o then I will call client by the end of the week to just see how he is doing and that remind him that Acura is still here for him if he has any questions.

**** SUBCASE B012002-04-0100746-1 - NOTES 4/10/2002 10:19:41 AM mphan Action Type Call to Dealer
Jim, svc advsr, stated the trans is in and they are working on it. I will follow up Friday to see how it is coming.

**** SUBCASE B012002-04-0100746-1 - NOTES 4/10/2002 10:21:39 AM mphan Action Type Call to Customer
I left a message for client letting him know that it appears that the trans is in and that I will follow up with the dealer on Friday and will let him know for sure.

**** SUBCASE B012002-04-0100746-1 - NOTES 4/10/2002 1:23:26 PM mphan Action Type Call to Dealer
Jim, svc advsr, stated that the car might be ready tomorrow. I will follow up tomorrow.

*** COMMIT 04/10/2002 13:23:47 mphan Action Type: N/A

**** SUBCASE B012002-04-0100746-1 - NOTES 4/11/2002 10:52:05 AM mphan Action Type Call to Dealer
Charlie, svc advsr, stated that they are working on the trans right now and that it will be done tomorrow.

*** COMMIT 04/11/2002 10:52:38 mphan Action Type: N/A

**** SUBCASE B012002-04-0100746-1 - NOTES 4/15/2002 9:21:57 AM mphan Action Type Call to Dealer
Charlie, svc advsr, stated that client's car is done but he does not have his number. I advised that I will give client a call and let him know.

**** SUBCASE B012002-04-0100746-1 - NOTES 4/15/2002 9:22:54 AM mphan Action Type Call to Customer
I left a message for client asking him to give me a call.

When client calls back I will let him know his car is ready.

Case History

Case ID : B012002-04-0100746

Case Title

TRANSMISSION CAR DOWN

*** FULFILL 04/15/2002 09:23:01 mphan Action Type: N/A

*** COMMIT 04/15/2002 09:23:59 mphan Action Type: N/A

**** SUBCASE B012002-04-0100746-1 - NOTES 4/15/2002 10:57:09 AM mphan Action Type Call from Customer

I advised client that his car is done and that he can go pick it up. Client stated he will be going on vacation soon. I asked client to pick up his car and then send me his rental bill before he goes on vacation so I can take care of that and maybe when he gets back from vacation a check might be waiting for him. Client understands and will call the dealer for directions to get there and will fax me his rental bill. Client thanked me for my assistance.

I will do the reimbursement when the rental bill arrives.

*** FULFILL 04/15/2002 10:57:23 mphan Action Type: N/A

*** COMMIT 04/15/2002 10:57:54 mphan Action Type: N/A

**** SUBCASE B012002-04-0100746-1 - NOTES 4/19/2002 8:31:27 AM mphan Action Type Call to Customer

I left a message for client asking if everything is fine. I advised client that I have not received the rental and reminded him that I would like to take a look at that so if he gets a chance to please fax that or mail it in.

*** COMMIT 04/19/2002 08:31:36 mphan Action Type: N/A

Case History

Case ID : B012002-04-0100746

Case Title :

TRANSMISSION CAR DOWN

**** SUBCASE B012002-04-0100746-1 - NOTES 4/26/2002 9:55:48 AM mphan Action Type Call to Customer

I called client to remind him again that I need his receipt before I can do any reimbursement. Client stated he will fax that to me as soon as he can. When I receive the fax I will reimburse him \$30/day only, no insurance or tax.

*** COMMIT 04/26/2002 09:56:06 mphan Action Type: N/A

**** SUBCASE B012002-04-0100746-1 - NOTES 5/2/2002 10:47:00 AM mphan Action Type Call to Customer

I called client letting him know that I have not received his fax yet and asked him to fax it again. I gave client the fax number again. Client stated that he faxed it last week but he will fax it again.

*** COMMIT 05/02/2002 10:47:07 mphan Action Type: N/A

*** NOTES 05/07/2002 08:48:11 gmarianso Action Type: Letter/Fax

Rec'd customer's rental receipts of \$321.00.

**** SUBCASE B012002-04-0100746-1 - NOTES 5/9/2002 9:30:53 AM mphan Action Type Manager

Giving check req to supervisor for review and approval.

*** FULFILL 05/09/2002 09:38:16 mphan Action Type: N/A

*** COMMIT 05/09/2002 09:38:32 mphan Action Type: N/A

**** SUBCASE B012002-04-0100746-1 - NOTES 5/14/2002 7:29:49 AM mphan Action Type Letter/Fax

Case History

Case ID : B012002-04-0100746

Case Title :

I - TRANSMISSION/CAR DOWN

May 14, 2002

Bayville, NJ

VIN: 19UYA42691A038381

Dear

This letter is in response to your contact to our office. We apologize for the inconvenience you have experienced with your Acura.

As a goodwill gesture, you will find enclosed a reimbursement check in the amount of \$300.00 for the rental car while your car was being repaired.

We apologize for any frustration that this matter may have caused and thank you for allowing us the opportunity to assist. Should you have any questions in the future, you may contact the Acura Client Services office at 800-382-2238.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Man Phan
Acura Client Services

Spool Report

Case Details

Case ID : B012002-04-0200857 Division : Acura - Auto Condition : Closed Open Date : 4/2/2002 3:38:03 PM
 Case Originator : Lauren Pickens Sub Division : Customer Relations Status : Closed Close Date : 4/4/2002 11:15:24 AM
 Case Owner : Jason Cox Method : Phone Queue : Days Open : 2
 Point of Origin : Customer Within :
 Case Title : TRANSMISSION/30K No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : SAN DIEGO, CA
 E Mail :
 Svc District / Sis District : /

Current Dealer Info :

Current Dealer No. / Name 251415 / ACURA OF CONCORD
 Phone No. : 925-674-1900
 Address : 1340 CONCORD AVENUE
 City / State / Zip : CONCORD, CA 94520
 Svc District / Sis District : 01E / C01
 Warranty Labor Rate / Date : \$94.00 /
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

Issues :

Issue ID / Title	Status				NPS
B012002-04-0200857-1	Subcase Close	Product	Operation	218	Automatic Trans

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56651A034097
 Model / Year : 3.2TL / 2001
 Model ID / Product Line : UAS661JTW / B
 Miles / Hours : 35,000
 In Service Date : 3/2/01
 Months in Use : 13
 Engine Number : J32A13435863
 Originating Dealer No. / Name 251415 / ACURA OF CONCORD
 Selling Dealer No. / Name : 251415 / ACURA OF CONCORD
 Trim : 3.2TL
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Spool Report

Issue Details

Issue ID : B012002-04-0200857-1
 Issue Originator : Jason Cox
 Issue Owner : Jason Cox
 Issue Title :

Type 1 : Product
 Type 2 : Operation

Condition : Closed
 Status : Subcase Closed
 Queue :

Wipbln :
 Open Date : 4/2/02 4:24:12 PM
 Close Date : 4/4/02 11:15:19 AM

PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 318 / Automatic Trans

Condition Code Desc : Internal Fail 2182
 Campaign Code / Desc : /
 Involved Party :
 Board/Ref # :
 Resolved Through :
 Decision in Favor Of :
 Resolutions : Repaired/Warranty
 NPS Number :

Claims Auth Info :

VIN No. :
 Dealer No. :
 Claim No. :
 Requested Amount :
 Reimbursement Amount :
 Maximum Claim Amount :
 Error Codes :
 Repair Order Date :
 Expiration Date :
 Last Updated On :
 Parts Amount :
 Labor Amount :

Check Req Info :

VIN Type / No. :
 Engine Serial Number :
 Check Requisition No. :
 Division :
 Condition Code :
 Defect Code :
 Category :
 Primary Amount :
 Incidental Type 1 / Amount : /
 Incidental Type 2 / Amount : /
 Total Amount :
 Payer Name :
 Payer Phone No. :
 Address :
 City / State / Zip :

Delivery Date :
 Status :
 Cost Center :
 Approval Date :
 Check No. :
 Check Date :

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case ID : B012002-04-0200857

Case Title :

TRANSMISSION/30K

***NOTES LOG 04/02/02 03:38:04 PM lpickens

Al Cotus is the customer.

Client stated that his transmission went out while he was traveling. Client stated that he was driving 65 miles per hour and the tranny slipped to 1st gear and he almost hit the windshield. Client stated that his vehicle was towed to the closest Acura dealer in Santa Rosa. Client stated that he had it towed to Concord Acura where he bought it. Client stated that he charged this to his own account. Client stated that he did call Roadside and he had to spend the night at Santa Rosa because the dealer was closed. Client stated that he his car needs a 30K and he is now requesting that instead of them reimbursing him the hotel bill, he would like a 30K.

Client stated that he spoke with Melissa Long worth at Concord and she stated that they could not give him a reimbursement for his hotels and meals or give him a 30K. Client stated that Melissa spoke with Roadside and this reimbursement was not authorized. Client stated that he is fine with this information but just wants some compensation for his tranny going out on him while he was traveling. Client stated that his car is fixed now and it is still at the dealer. Client stated the he would like the dealer to go ahead and complete the 30K while his car is still there. Client stated that he would like Acura to review this and get back to the dealer.

*** NOTES 04/02/2002 16:24:03 jcox Action Type: Call to Dealer

Henry explained that he denied the client the free 30K service because of his service history. Henry says at 3,000 miles the client received a free oil change and at 3,600 they replaced the brake booster under warranty. At 7,800 miles they performed a 7,500 service at a 10% discount and took \$30 off of an alignment. At 10K the client was given another free oil change. The next two oil changes were given at a discount. At 29K he received a free oil change and was informed that his transmission fluid was burnt and they requested that he have a 30K service done to replace the fluid but the client declined because he though the dealership was trying to upsell the service. Henry said that 6,000 miles later the transmission went out.

*** SUBCASE B012002-04-0200857-1 4/2/2002 4:24:12 PM jcox

*** COMMIT 04/02/2002 16:25:43 jcox Action Type: N/A

Spool Report

Case History

Case ID : B012002-04-0200857

Case Title :

TRANSMISSION/30K

*** NOTES 04/04/2002 10:34:44 jcox Action Type: Call to Customer
Left message for client requesting call back.

*** FULFILL 04/04/2002 10:34:49 jcox Action Type: N/A

*** COMMIT 04/04/2002 10:35:06 jcox Action Type: N/A

*** NOTES 04/04/2002 11:14:38 jcox Action Type: Call from Customer

I advised client that Roadside Assistance should cover his expenses for the hotel and meals. I advised client we would not be able to provide him with a 30K service. I advised client that the warranty is provided to cover any defects and roadside assistance is there to help in case his car is disabled. Client states he will call Roadside but he is upset that we would not cover the 30K service for him. I advised client the manufacturer is not obligated to provide any help beyond the warranty.

*** NOTES 04/04/2002 11:15:02 jcox Action Type: Note-Resolution

Documented concern...denied assistance...closing case.

Case Details

Case ID : B012002-04-1100253	Division : Acura - Auto	Condition : Closed	Open Date : 4/11/2002 9:50:11 AM
Case Originator : Tim Barger	Sub Division : Customer Relations	Status : Closed	Close Date : 6/17/2002 1:51:13 PM
Case Owner : Robert Craig	Method : Phone	Queue :	Days Open : 67
	Point of Origin : Customer	Wipbin :	
Case Title : RADIATOR ISSUE	No. of Attachments : 0		

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : HEPHZIBAH, GA
 E Mail :
 Service District No. :
 Sales District No. :

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA5661YA006453
 Model / Year : 3.2TL / 2000
 Model ID / Product Line : UA566YJTW / B
 Miles / Hours : 50,775
 In Service Date : 1/10/00
 Months in Use : 27
 Engine Number : J32A12007274
 Originating Dealer No. / Name : 251311 / LEITH ACURA OF FAYETTEVILLE
 Selling Dealer No. / Name : 251311 / LEITH ACURA OF FAYETTEVILLE
 Trim : PREMIUM
 No. Of Doors : 4
 Transmission Code : SAT
 Exterior Color : GN
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

Current Dealer Info :

Current Dealer No. / Name : 251024 / DUVAL ACURA
 Phone No. : 904-725-8000
 Address : 10100 ATLANTIC BLVD
 City / State / Zip : JACKSONVILLE, FL 32225
 Service District No. : 04E
 Sales District No. : C04
 Warranty Labor Rate / Date : \$68.00 /
 Agent Name :

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-04-1100253-1	Subcase Close	Product	Operation	218	Automatic Trans	

Issue Details

Issue ID : B012002-04-1100253-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Robert Craig	Type 2 : Operation	Status : Subcase Close	Open Date : 4/11/02 11:30:11 AM
Issue Owner : Robert Craig		Queue :	Close Date : 5/1/02 7:38:46 AM
Issue Title :	- PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc	Other 218X
Campaign Code / Desc :	/
Involved Party :	
Document Ref. # :	
Resolved Through :	
Decision In Favor Of :	
Resolutions :	Documented Concern , Provided Information ,
NPS Number :	

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount :
Reimbursement Amount :	Labor Amount :
Maximum Claim Amount :	
Error Codes :	

Check Req Info :

VIN Type / No. :	Delivery Date :
Engine Serial Number :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount :	
Incidental Type 1 / Amount :	/
Incidental Type 2 / Amount :	/
Total Amount :	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case ID : B012002-04-1100253

Case Title :

RADIATOR ISSUE

***NOTES LOG 04/11/02 09:50:12 AM tburger

Client states that his transmission has gone out on the highway, and he called TLC to get car towed to dealer, and they informed him that his car is out of warranty. Client states that he has had required maintenance on vehicle, and no one ever told him of any trouble with the tranny. Client seeking coverage for repairs and tow.

*** SUBCASE B012002-04-1100253-1 4/11/2002 11:30:11 AM reraig

*** NOTES 04/11/2002 13:09:08 reraig Action Type: Call to Customer

I called the client to discuss the concern he is having with his transmission. Client stated that he was traveling in Florida on the highway and his vehicle broke down on the freeway. Client stated that he was at the dealership when I called him. Client stated he thought his transmission failed but the dealer thinks it might be the radiator according to the dlr's diagnosis so far. I advised client that TLC roadside assistance only covers the vehicle for the remainder of the vehicle warranty. I advised client that since he is out of warranty TLC would not be able to cover his towing. I asked the client how far away he was from the dlr when his vehicle broke down. Client stated that he vehicle broke down about 25 miles from his home town. I advised client to fax in the receipt of his tow because I would one time goodwill the expense for the tow since he was just outside of warranty. Client stated he has a good service history at Acura dlr's. He stated that he has always taken his vehicle to an Acura dlr for service. I advised the client that I can't guarantee that Acura will assist him in the repair at this point because I don't know at this point why the vehicle broke down. I advised the client that I would need to follow up with the dlr to see what they have diagnosed as why the vehicle broke down. I advised client I would be getting back in touch with him in a couple of days because I need to do some follow up. Client understood.

*** NOTES 04/11/2002 13:29:45 reraig Action Type: Call to Dealer

I called dlr and spoke with Richard the svc. adv. about the client's vehicle. Richard stated that the client needed a new radiator. Richard stated that he already stated to the customer that he was going to goodwill the repair to the radiator. Richard stated that he was going to try and get the client back on the road today with his vehicle. Richard stated the client just had his oil change and 45,000 mile service performed on his vehicle. Richard stated that the client thought he noticed the transmission leaking. Richard stated that it looked like it was power steering fluid but they were going to look into that as well as soon as they got the radiator repaired. I advised Richard that I would call the client back and inform him that the dlr is going to cover the repair. I also advised Richard that I was going to cover the towing of the vehicle as a one time goodwill. I informed Richard that I advised the client to fax in his receipt of the tow.

Case History

Case ID : B012002-04-1100253

Case Title :

A - RADIATOR ISSUE

*** COMMIT 04/11/2002 13:30:37 reraig Action Type: N/A

*** NOTES 04/12/2002 13:02:05 reraig Action Type: Call to Customer

Called client to follow up with him about his vehicle. Client stated that he was happy and that the dlr did take care of him on the radiator repair. I advised the client that we would cover the towing on his vehicle. I advised the client to fax in his receipt to our office for the tow. I advised client that it will be about a week before the check gets processed and then another week before he gets it. Client understood and stated that he would fax the receipt to our office this evening. I advised the client that I would contact him again when I was ready to mail out his check.

*** NOTES 04/12/2002 13:03:59 reraig Action Type: Call to Dealer

Called dlr to make sure the clients vehicle was repaired and that the client was satisfied. I spoke with Richard and he stated that the clients vehicle was and that the client was happy.

*** NOTES 04/18/2002 13:52:09 reraig Action Type: Call to Customer

Called client and left message for him informing him that I have not yet recieved a fax that has the receipt for his tow. I gave client our fax and office number again.

*** NOTES 04/26/2002 13:32:01 reraig Action Type: Call to Customer

I called the client back and left another message for him that I still have not received his fax for the receipt of his tow.

*** NOTES 05/01/2002 07:37:04 reraig Action Type: Note-General

i am mailing out 10 day letter stating informing the client that I have not received his fax yet and have not been able to get in touch with him.

*** NOTES 05/01/2002 07:37:55 reraig Action Type: Note-General

Case History

Case ID : B012002-04-1100253

Case Title :

1 - RADIATOR ISSUE

May 1, 2002

Hephzibah GA.

VIN: 19UUA5661YA006453

Dear

Thank you for your contact to our office in regards to the concerns that you have with your 2000 Acura 3.2TL. We regret to learn of the difficulties and frustrations you have experienced with your vehicle. This information helps us to know what our customers are encountering and serves in the development of future corporate and dealership guidelines.

..... despite efforts to reach you, we have been unable to reimburse you for your towing charges that you incurred when your vehicle broke down on the highway because we have not received your fax of the receipt for the towing charges. If you have further questions please contact our office at 1-800-382-2238 during normal business hours, otherwise we will consider this matter settled.

Thank you for this opportunity to be of assistance to you.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Robert Craig
Acura Client Services

Case History

Case ID : B012002-04-1100253

Case Title :

RADIATOR ISSUE

*** NOTES 05/01/2002 07:38:13 rcraig Action Type: Note-General

I am closing the case.

*** NOTES 06/12/2002 10:40:45 lwakuta Action Type: Call from Customer

Case reopened as client faxed towing bill. Case assigned to case manager for further handling.

*** NOTES 06/13/2002 13:45:46 rcraig Action Type: Note-General

Client noted on his fax that he would also like Acura to send him a service survey for Acura Client Services.

*** NOTES 06/13/2002 13:49:08 rcraig Action Type: Note-General

Submitted check request.

*** NOTES 06/17/2002 13:29:21 rcraig Action Type: Note-General

Received check from accounting.

*** NOTES 06/17/2002 13:48:57 rcraig Action Type: Letter/Fax

June 17, 2002

Hephzibah, GA

Re: 2000 Acura 3.2TL

VIN: 19UUA5661YA006453

Case History

Case ID : B012002-04-1100253

Case Title :

- RADIATOR ISSUE

Dear Mr. Gardner:

This letter is in response to your request for reimbursement.

Enclosed is a check in the amount of \$40.00. We apologize for any inconvenience involved in this matter, but are pleased to be able to offer our assistance.

We noticed that you mentioned on your towing bill receipt that you faxed into our office that you would like an Acura customer service survey. We do not have surveys that we send out to clients. However, if there was any concern that you may have feel free to contact our office, should the need arise, through our toll-free number, 800-382-2238.

Thank you for your patience in this matter.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Robert Craig
ACURA CLIENT SERVICES

*** NOTES 06/17/2002 13:51:06 rcraig Action Type: Note-General

I mailed out reimbursement check to the client. I also wrote in the letter that I mailed with the check that Acura does not have Acura client services surveys that we send out to clients. I am closing the case

Special Report

Run Date: 10/23/02

Case Details

Case ID : B012002-04-1500304
 Case Originator : Eric Heflich
 Case Owner : Man Pham
 Case Title : J - TRANSMISSION DOWN/PAINT

Division : Acura - Auto
 Sub Division : Customer Relations
 Method : Phone
 Point of Origin : Customer

Condition : Closed
 Status : Closed
 Queue :
 Wipbin :
 No. of Attachments : 0

Open Date : 4/15/2002 9:35:48 AM
 Close Date : 5/6/2002 10:23:31 AM
 Days Open : 21

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : PASSAIC, NJ 07055
 E Mail :
 Service District No. :
 Sales District No. :

Product Info :

Unit Owner : KRISTEN DE NUTO 158
 VIN Type / No. : US VIN / 19UYA42661A027242
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4261FNW / B
 Miles / Hours : 19,000
 In Service Date : 3/27/01
 Months In Use : 13
 Engine Number : J32A21018018
 Originating Dealer No. / Name : 251140 / MONTCLAIR ACURA
 Selling Dealer No. / Name : 251140 / MONTCLAIR ACURA
 Trim : TYPE-S
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : WH
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

Current Dealer Info :

Current Dealer No. / Name : 251461 / PARK AVE ACURA
 Phone No. : 201-587-9000
 Address : 247 W. PASSAIC ST.
 City / State / Zip : MAYWOOD, NJ 07607
 Service District No. : 02B
 Sales District No. : A02
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name :

3rd Party Info :

Party 1 : Not Applicable
 Party 2 : Not Applicable
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-04-1500304-1	SR Subcase Closed	Service -	Diagnosis Concern	218	Automatic Trans	
B012002-04-1500304-2	RO Subcase Closed	Product	Fit/Finish/Quality	910	Paint	

Issue Details

Issue ID : B012002-04-1500304-1	Type 1 : Service - Dealer	Condition : Closed	Wipbin :
Issue Originator : Man Phan	Type 2 : Diagnosis Concern	Status : Subcase Close	Open Date : 4/15/02 2:33:45 PM
Issue Owner : Man Phan		Queue :	Close Date : 5/6/02 10:23:30 AM
Issue Title : SERVICE - DEALER - DIAGNOSIS CONCERN			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc :

Invoice Party :

Document Ref # :

Resolved Through :

Decision in Favor Of :

Resolutions : Assist - Dealer 100%

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claims Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Solution / Linked Resolution Info :

Solution ID :

Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	EO Reason

Claim Auth Notes :

Spool Report

Run Date: 10/25/2

Issue Details

Issue ID : B012002-04-1500304-2	Type 1 : Product	Condition : Closed	Wipbln :
Issue Originator : Man Phan	Type 2 : Fit/Finish/Quality	Status : Subcase Close	Open Date : 5/6/02 10:21:06 AM
Issue Owner : Man Phan		Queue :	Close Date : 5/6/02 10:23:31 AM
Issue Title : -PRODUCT -FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 9101 / Paint
 Condition Code Desc : Color Mismatch 9101
 Campaign Code / Desc :
 Involved Party :
 Document Ref. # :
 Resolved Through :
 Decision In Favor Of :
 Resolutions : Documented Concern
 NPS Number :

Check Req Info :

VIN Type / No. :
 Engine Serial Number :
 Check Regulation No. :
 Division :
 Certification Code :
 Defect Code :
 Category :
 Primary Amount :
 Incident Type 1 / Amount :
 Incident Type 2 / Amount :
 Total Amount :
 Payee Name :
 Payee Phone No. :
 Address :
 City / State / Zip :
 Delivery Date :
 Status :
 Cost Center :
 Approval Date :
 Check No. :
 Check Date :

Claim Auth Info :

VIN No. :
 Dealer No. :
 Claim No. :
 Requested Amount :
 Reimbursement Amount :
 Maximum Claim Amount :
 Error Codes :
 Repair Order Date :
 Expiration Date :
 Last Updated On :
 Parts Amount :
 Labor Amount :

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BQ: Reason

Claim Auth Notes :

Case History

Case ID : B012002-04-1500304

Case Title :

- TRANSMISSION DOWN;PAINT

***NOTES LOG 04/15/02 09:35:49 AM chafilah1

The client states that her transmission went out on Saturday, while she was driving it stopped going into gear and made loud squeaking noises so she had the car towed to the dealership today and was told by the service manager that she will be charged for diagnosing the problem. The client states that the dealership has not provided her with a loaner, she doesn't know how long the car will be there and she doesn't want to pay for repairs made to a 1 year old car. The client states that she would like ACS to help her deal with the dealership.

*** NOTES 04/15/2002 09:43:04 chafilah1 Action Type: Note-General

I advised the client that if the repair is supposed to be covered under warranty that she should not be asked to pay for anything and advised that there was nothing I could do until they diagnosed the problem. I also advised the client that the dealership was not obligated to provide her with a loaner but I could assign a case manager that would follow up with her in a few days to make sure the dealership is fixing her car under warranty if it is applicable.

The client stated that she did want someone to call her in case the dealership won't tell her what is going on with her car because she told the service manager as she was leaving that she would call him later and he told her not to contact the dealership, they will call her.

I advised the client that I would assign a case manager.

*** NOTES WITH COMMITMENT 04/15/2002 14:33:34 mphan Action Type: Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/18/02 2:

This customer contacted our office regarding the following issue(s):

The client states that her transmission went out on Saturday, while she was driving it stopped going into gear and made loud squeaking noises so she had the car towed to the dealership today and was told by the service manager that she will be charged for diagnosing the problem. The client states that the dealership has not provided her with a loaner, she doesn't know how long the car will be there and she doesn't want to pay for repairs made to a 1 year old car. The client states that she would like ACS to help her deal with the dealership.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Case History

Case ID : B012002-04-1500304

Case Title :

TRANSMISSION DOWN;PAINT

Man Phan

(Auto/ Acura CR) Automobile Customer Service

*** SUBCASE B012002-04-1500304-1 4/15/2002 2:33:45 PM mphan

*** COMMIT 04/15/2002 14:38:06 mphan Action Type: N/A

**** SUBCASE B012002-04-1500304-1 - NOTES 4/17/2002 3:28:36 PM mphan Action Type Call to Customer

I left two message for client one on her daytime and one on her evening number introducing myself and asking her to give me a call back.

*** FULFILL 04/17/2002 15:28:50 mphan Action Type: N/A

*** COMMIT 04/17/2002 15:40:46 mphan Action Type: N/A

**** SUBCASE B012002-04-1500304-1 - NOTES 4/18/2002 2:11:03 PM mphan Action Type Call to Dealer

Peter, svc advsr, stated there are no charges. Peter stated that client has never been in before and the statement that another svc advsr told client was, if it was determined that the car was in an accident then it would not be covered under the warranty, and if it is not under the warranty then she will be charged for the diagnostic. However after review it is covered under the warranty and as a matter of fact the trans came in this morning so it should be in the car tomorrow.

I will let client know.

*** FULFILL 04/18/2002 14:11:08 mphan Action Type: N/A

Case History

Case ID : B012002-04-1500304

Case Title :

TRANSMISSION DOWN;PAINT

*** COMMIT 04/18/2002 14:11:45 mphan Action Type: N/A

**** SUBCASE B012002-04-1500304-1 - NOTES 4/19/2002 9:29:04 AM mphan Action Type Call to Customer

Client stated she s/w the dealer yesterday and they told her that the trans has not arrived, so I explained that I will have to call the dealer back to clear up this confusion. Client asked about the other issue of the over spray of the paint and the passenger door being of a different tint. Client stated her body shop pointed this out to her when they were working on her front bumper. Client stated she took this to Montclair but they would not look at it or do anything about it. I advised that I will have someone take a look at it.

**** SUBCASE B012002-04-1500304-1 - NOTES 4/19/2002 9:37:21 AM mphan Action Type Call to Customer

I left a message with a male at the office letting client know the trans is there and for her to call me back.

**** SUBCASE B012002-04-1500304-1 - NOTES 4/19/2002 9:38:15 AM mphan Action Type Field/DSM

I left a message for Clair Arcaro, DPSM, letting her know that I have a paint issue that I wanted to know when she can inspect it.

*** FULFILL 04/19/2002 09:38:23 mphan Action Type: N/A

*** COMMIT 04/19/2002 09:39:31 mphan Action Type: N/A

**** SUBCASE B012002-04-1500304-1 - NOTES 4/19/2002 10:36:48 AM mphan Action Type Call from Customer

Client returned my call and I advised her that the trans did arrive and that they are working on that for her. I also advised that I left a message for the field rep and that I will continue to look into the paint issue. Client was happy to hear about the trans and the review of the door. Client stated she was happy to hear the good news.

Case History

Case ID : B012002-04-1500304

Case Title :

- TRANSMISSION DOWN/PAINT

I will need to follow up with Clair Arcaro, DPSM, with the inspection time and day.

**** SUBCASE B012002-04-1500304-1 - NOTES 4/19/2002 2:08:59 PM mphan Action Type Call from Dealer
Peter, svc advsr, left me a message letting me know that he took a look at the car and did not find any over spray or anything like that.

I tried to call him back but the svc dept was busy.

**** SUBCASE B012002-04-1500304-1 - NOTES 4/19/2002 3:15:42 PM mphan Action Type Call to Dealer
Peter, svc advsr, stated he did not find anything with the paint or the door. Peter stated that client came and picked up the car already. I advised that I will talk to Clair about this Monday and ask her to inspect the car.

**** SUBCASE B012002-04-1500304-1 - NOTES 4/23/2002 9:27:18 AM mphan Action Type Field/DSM
I left a message for Clair asking her to call me so I can discuss this with her.

*** FULFILL 04/23/2002 09:27:38 mphan Action Type: N/A

*** COMMIT 04/23/2002 09:28:33 mphan Action Type: N/A

**** SUBCASE B012002-04-1500304-1 - NOTES 4/23/2002 9:59:40 AM mphan Action Type Field/DSM
Clair Arcaro, DPSM, called back to let me know that she will be at Park Ave. Actura on Friday and she will be able to take a look at the car between 11-1 PM.

**** SUBCASE B012002-04-1500304-1 - NOTES 4/23/2002 10:03:28 AM mphan Action Type Call to Customer
I called client to let her know of the inspection but she said she can not do it. Client stated that her boss would not let her go because he is upset that she has missed so much time at work already. I explained that the dealer did not see anything, so I want the field rep to take a look at this so that client would have no more doubts. I explained that if she does not make it to this appt then it would be next month when the field rep can look at it again. Client stated she will let me know. I will call client on Thursday to see what client has decided.

Case History

Case ID : B012002-04-1500304

Case Title :

TRANSMISSION DOWN/PAINT

*** FULFILL 04/23/2002 10:03:34 mphan Action Type: N/A

*** COMMIT 04/23/2002 10:04:22 mphan Action Type: N/A

**** SUBCASE B012002-04-2400060-1 - NOTES 4/25/2002 1:33:47 PM mphan Action Type Call to Customer

I called client to see what she had decided on the situation. Client asked how long it would take, I advised I do not know, however it shouldn't take more than an hour. I advised her to call the dealer and make the appt between 11-1 PM. Client stated she will do that.

**** SUBCASE B012002-04-1500304-1 - NOTES 4/25/2002 1:34:29 PM mphan Action Type Field/DSM

I called Clair to let her know that client will be there tomorrow and she will make the appt with dealer for her.

*** FULFILL 04/25/2002 13:34:39 mphan Action Type: N/A

*** COMMIT 04/25/2002 13:38:53 mphan Action Type: N/A

**** SUBCASE B012002-04-1500304-1 - NOTPS 4/30/2002 9:03:00 AM mphan Action Type Call from Dealer

Wayne, svc mgr, called to let me know that client never showed up and she did not call.

**** SUBCASE B012002-04-1500304-1 - NOTES 4/30/2002 9:03:44 AM mphan Action Type Note-General

I will need to call client and see what happen and what client intends to do.

*** COMMIT 04/30/2002 09:03:58 mphan Action Type: N/A

Case History

Case ID : B012002-04-1500304

Case Title :

TRANSMISSION DOWNPAINT

*** INBOUND DCS 04/30/2002 11:26:23 From Dealer # 251461 Action Type : Inbound DCS

CUSTOMER COMPLAINED OF OVERSPRAY ON CAR SINCE IT WAS IN FOR TRANS REPAIR. WE DONOT HAVE A BODY SHOP ON PREMISES. MY ASSISTANT INSPECTED CAR AND COULD NOT DETERMINE IF ANYTHING UNUSUAL WAS EVIDENT. CUSTOMER WAS SUPPOSED TO BRING CAR IN ON FRI 4/26 FOR THE DTM TO INSPECT, BUT DID NOT SHOW UP OR CALL.

*** FULFILL 05/01/2002 07:02:34 mphan Action Type: External Commitment

*** NOTES 05/06/2002 10:20:32 mphan Action Type: Call to Customer

Client stated that she was unable to go. Client stated she does not know when she will have a chance but she will call the dealer and make an appt for the field rep. Client thanked me for the follow up.

Closing case.

*** SUBCASE B012002-04-1500304-2 5/6/2002 10:21:06 AM mphan

Case Detail Report

Case Details

Case ID : B012002-04-1500877 Division : Acura - Auto Condition : Closed
 Case Originator : Erik Thomas Sub Division : Customer Relations Status : Closed
 Case Owner : Erik Thomas Method : Phone Queue :
 Point of Origin : Customer Wipbin :
 Case Title : TRANSMISSION FAILURE No. of Attachments : 1
 Open Date : 4/15/2002 3:24:57 PM
 Close Date : 4/23/2002 2:21:13 PM
 Days Open : 8

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : TORRANCE, CA
 E Mail :
 Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 251439 / ACURA OF SOUTH BAY
 Phone No. : 310-539-3636
 Address : 25341 CRENSHAW BLVD.
 City / State / Zip : TORRANCE, CA 90505
 Svc District / Sls District : 01A / A01
 Warranty Labor Rate / Date : \$79.88 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-04-1500877-1 /	Subcase Close	Product	Operation	218	Automatic Trans	
B012002-04-1500877-2 /	Subcase Close	Parts - A	Backord-Unit Down	218	Automatic Trans	

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56822A022315
 Model / Year : 3.2TL / 2002
 Model ID / Product Line : UA5682JW / B
 Miles / Hours : 15,000
 In Service Date : 7/6/01
 Months In Use : 9
 Engine Number : J32A21313864
 Originating Dealer No. / Name : 251497 / SOUTH COAST ACURA
 Selling Dealer No. / Name : 251497 / SOUTH COAST ACURA
 Trim : TYPE-S
 No. of Doors : 4
 Transmission Code : SAT
 Exterior Color : BX
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Not Applicable
 Party 2 : Not Applicable
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Issue Details

Issue ID : B012002-04-1500877-1 Type 1 : Product Condition : Closed
Issue Originator : Erik Thomas Type 2 : Operation Status : Subcase Closed Wipbin :
Issue Owner : Erik Thomas Queue : Open Date : 4/15/02 4:07:12 PM
Issue Title : - PRODUCT - OPERATION Close Date : 4/23/02 2:21:11 PM

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc Internal Fail 2182
Campaign Code / Desc : /
Involved Party :
Document Ref. # :
Resolved Through :
Decision In Favor Of :
Resolutions : Repaired/Warranty, Offered Incentive,
NPS Number :

Claim Auth Info :

VIN No. : Repair Order Date :
Dealer No. : Expiration Date :
Claim No. : Last Updated On :
Requested Amount : Parts Amount : \$0.00
Reimbursement Amount : Labor Amount : \$0.00
Maximum Claim Amount \$0.00
Error Codes :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Claim Auth Notes :

Check Req Info :

VIN Type / No. :
Engine Serial No. : Delivery Date :
Check Requisition No. : Status :
Division : Cost Center :
Contention Code : Approval Date :
Defect Code : Check No. :
Category : Check Date :
Primary Amount : \$0.00
Incidental Type 1 / Amount : / \$0.00
Incidental Type 2 / Amount : / \$0.00
Total Amount : \$0.00
Payee Name :
Payee Phone No. :
Address :
City / State / Zip :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID: B012002-04-15008732

Type 1: Parts - AHM

Condition: Closed

Wipbin:

Issue Originator: Erik Thomas

Type 2: Backord-Unit Down

Status: Subcase Close

Open Date: 4/15/02 4:07:33 PM

Issue Owner: Erik Thomas

Queue:

Close Date: 4/23/02 2:21:13 PM

Issue Title: ~~Parts~~ ~~Issue~~ - BACKORD-UNIT DOWN

Coding Info:

Labor Code / Desc: 218 / Automatic Trans

Condition Code Desc: Internal Fail 2182

Campaign Code / Desc: /

Involved Party:

Document Ref. #:

Resolved Through:

Decision In Favor Of:

Resolutions: Repaired/Warranty, Assist - Dealer,

NPS Number:

Claim Auth Info:

VIN No.:

Dealer No.:

Claim No.:

Requested Amount:

Reimbursement Amount:

Maximum Claim Amount:

Error Codes:

Repair Order Date:

Expiration Date:

Last Updated On:

Parts Amount:

Labor Amount:

Check Req Info:

VIN Type / No.:

Engine Serial No.:

Check Requisition No.:

Division:

Contention Code:

Defect Code:

Category:

Primary Amount:

Incidental Type 1 / Amount:

Incidental Type 2 / Amount:

Total Amount:

Payee Name:

Payee Phone No.:

Address:

City / State / Zip:

Delivery Date:

Status:

Cost Center:

Approval Date:

Check No.:

Check Date:

Solution / Linked Resolution Info:

Solution ID: Resolution Title:

Solution Title:

Parts Info:

Part No.	Part Description	BO Reason
06200-PGF-A51RM	WARRANTY A/T	Warranty

Claim Auth Notes:

Case History

Case ID : B012002-04-1500877

Case Title : DONGWAN BAE - TRANSMISSION FAILURE

*** CASE CREATE 4/15/02 3:24:57 PM, ethomas

Contact = priority = N/A, Status = Solving.

*** NOTES 4/15/02 3:24:58 PM, ethomas, Action Type :

Customer called to report that he had a problem while driving on the freeway this morning. He related he experienced skid down, the VSA light and the SRS light came on. He stated his vehicle was towed to Acura of South Bay by Acura's Roadside Assistance. He related that he went to the car rental company and told he would have to pay for an upgrade to a comparable vehicle. He stated the dealership advised that the problem might be transmission. He stated he does not feel he should have to pay and would loaner upgrade. He is also requesting assistance with his vehicle's repair status.

*** CASE MODIFY 4/15/02 3:25:31 PM, ethomas

into WIP New Cases and Status of Solving.

*** COMMIT 4/15/02 4:05:11 PM, ethomas, Action Type :

*** NOTES 4/15/02 4:07:02 PM, ethomas, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/18/02 4:

This customer contacted our office regarding the following issue(s):

Customer called to report that he had a problem while driving on the freeway this morning. He related he experienced skid down, the VSA light and the SRS light came on. He stated his vehicle was towed to Acura of South Bay by Acura's Roadside Assistance. He related that he went to the car rental company and told he would have to pay for an upgrade to a comparable vehicle. He stated the dealership advised that the problem might be transmission. He stated he does not feel he should have to pay and would loaner upgrade. He is also requesting assistance with his vehicle's repair status.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

PLEASE BE AWARE OF THE CUSTOMER'S CONCERNS. PLEASE REVIEW THE CUSTOMER'S SERVICE HISTORY AND CURRENT REQUIRED REPAIR HISTORY. PLEASE REVIEW CUSTOMER'S REQUEST FOR LOANER UPGRADE WITH YOUR DISTRICT MANAGER. PLEASE CONTACT ME TO DISCUSS RESOLUTION OF THIS MATTER.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Brik Thomas

Acura Client Services

Service Operations

American Honda Motor Co., Inc.

310-781-5088

*** SUBCASE B012002-04-1500877-1 CREATE 4/15/02 4:07:12 PM, ethomas

Created in WIP Default with Due Date 4/15/2002 4:07:12 PM.

*** SUBCASE B012002-04-1500877-2 CREATE 4/15/02 4:07:33 PM, ethomas

Created in WIP Default with Due Date 4/15/2002 4:07:33 PM.

*** CASE MODIFY 4/15/02 4:08:31 PM, ethomas

Case History

Case ID : B012002-04-1500877

Case Title

TRANSMISSION FAILURE

into WIP New Cases and Status of Solving.

*** CASE FULFILL 4/15/02 4:08:34 PM, ethomas

Fulfilled for due 04/18/02 04:05:12 PM.

*** COMMIT 4/15/02 4:08:36 PM, ethomas, Action Type : N/A

*** NOTES 4/16/02 1:37:51 PM, ethomas, Action Type : Call from Dealer

Spoke with Acura of South Bay Service Manager, Bob Savoy. He confirmed the transmission is down. He related the customer has been contacted and put into an upgraded vehicle.

*** NOTES 4/16/02 1:38:33 PM, ethomas, Action Type : Escalation

Providing copy of case to Assistant Manager for further review to determine where customer's replacement transmission is at this time.

*** CASE MODIFY COMMITMENT 4/16/02 1:40:26 PM, ethomas

with due 04/17/02 12:00:00 AM.

*** NOTES 4/18/02 1:58:44 PM, ethomas, Action Type : Part Avail Lookup

Reviewed Parts Status with Asst Manager. Does not appear that there are any 2002 Acura TL-S on backorder.

*** NOTES 4/18/02 1:59:40 PM, ethomas, Action Type : Call to Dealer

Contacted Acura of South Bay and spoke with Service Manager, Bob Savoy. He related that he will review situation to see if transmission arrived.

*** CASE MODIFY COMMITMENT 4/18/02 2:20:22 PM, ethomas

with due 04/19/02 12:00:00 AM.

*** NOTES 4/22/02 1:50:17 PM, ethomas, Action Type : Call to Dealer

Contacted Acura of Southbay. Service Manager, Bob Savoy confirmed the transmission did arrive and the customer's vehicle will be ready later today. He related that the customer has been contacted and assured of this information. Advised I will follow-up with the customer with goodwill tomorrow.

*** CASE MODIFY COMMITMENT 4/22/02 1:50:24 PM, ethomas

with due 04/23/02 12:00:00 AM.

*** NOTES 4/23/02 2:13:38 PM, ethomas, Action Type : Call to Customer

Contacted the customer. Reaffirmed our commitment to the product and him as our customer. Extended an offer for the 22500 and 30000 mile services as a one-time goodwill gesture. He accepted the offer. He was not interested in the warranty extension because he is leasing the vehicle.

*** CASE ADD ATTACHMENT 4/23/02 2:16:12 PM, ethomas

Added attachment Goodwill with path X:\CRMS\Acura Division\ETThomas\Bae - Goodwill.doc.

*** SUBCASE B012002-04-1500877-1 CLOSE 4/23/02 2:21:13 PM, ethomas

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE B012002-04-1500877-2 CLOSE 4/23/02 2:21:13 PM, ethomas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/23/02 2:21:13 PM, ethomas

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 5/13/02 2:24:57 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 5/27/02 2:24:57 PM, sa

Action owners super - 45 days of rule Case Closure fired

Case Attachments

Case ID : B012002-04-1500877

Case Title TRANSMISSION FAILURE

Case ID / Subcase ID	Attachment Title	Attachment Path
B012002-04-1500877	Goodwill	X:\CRMS\Acura Division\EThomas\Bae - Goodwill.doc

Spool Report

Run Date : 10/29/2002

Case Details

Case ID : B012002-05-0600889	Division : Acura - Auto	Condition : Closed	Open Date : 5/6/2002 3:27:34 PM
Case Originator : Tim Burger	Sub Division : Customer Relations	Status : Closed	Close Date : 6/13/2002 9:36:27 AM
Case Owner : Lauren Pickens	Method : Phone	Queue :	Days Open : 38
Case Title : 101/TRANSMISSION CONCERN	Point of Origin : Customer	Wipbin :	
	No. of Attachments : 2		

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : AGOURA HILLS, CA
 E Mail :
 Svc District / Site District : /

Current Dealer Info :

Current Dealer No. / Name 251361 / ACURA 101 WEST
 Phone No. : 818-222-5555
 Address : 24650 CALABASAS ROAD
 City / State / Zip : CALABASAS, CA 91302
 Svc District / Site District : 01B / A01
 Warranty Labor Rate / Date : \$70.00 /
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56701A023551
 Model / Year : 3.2TL / 2001
 Model ID / Product Line : UA5671JTW / B
 Miles / Hours : 26,000
 In Service Date : 3/23/01
 Months in Use : 14
 Engine Number : J32A13424856
 Originating Dealer No. / Name 251059 / CERRITOS ACURA
 Selling Dealer No. / Name : 251059 / CERRITOS ACURA
 Trim : TL NAVI
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

3rd Party Info :

Party 1 : Not Applicable
 Party 2 : Not Applicable
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-05-0600889-1 /	- PRODUCT -	Subcase Close	Product	Operation	218	Automatic Trans
B012002-05-0600889-2	- SERVICE -	Subcase Close	Service -	Comeback	218	Automatic Trans

Spool Report

10/29/2002

Issue Details

Issue ID : B012002-05-0600889-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Erik Thomas	Type 2 : Operation	Status : Subcase Close	Open Date : 5/6/02 3:34:32 PM
Issue Owner : Lauren Pickens		Queue :	Close Date : 6/13/02 9:36:27 AM
Issue Title : PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 21E / Automatic Trans

Condition Code Desc : Internal Fail 21E2
 Campaign Code / Desc : /
 Involved Party : Not Applicable
 Document Ref. # :
 Resolved Through : Not Applicable
 Decision In Favor Of : Not Applicable
 Resolutions : Documented Concern,
 NPS Number :

Check Req Info :

VIN Type / No. :
 Engine Serial Number :
 Check Registration No. :
 Division :
 Contention Code :
 Defect Code :
 Category :
 Primary Amount :
 Incidental Type 1 / Amount :
 Incidental Type 2 / Amount :
 Total Amount :
 Payee Name :
 Payee Phone No. :
 Address :
 City / State / Zip :

Delivery Date :
 Status :
 Cost Center :
 Approval Date :
 Check No. :
 Check Date :

Claim Auth Info :

VIN No. :
 Dealer No. :
 Claim No. :
 Requested Amount :
 Reimbursement Amount :
 Maximum Claim Amount :
 Error Codes :

Repair Order Date :
 Expiration Date :
 Last Updated On :
 Parts Amount :
 Labor Amount :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Spool Report

Run Date : 10/29/2002

Issue Details

Issue ID : B012002-05-0600889-2	Type 1 : Service - Dealer	Condition : Closed	Wipbln :
Issue Originator : Erik Thomas	Type 2 : Comeback	Status : Subcase Close	Open Date : 5/6/02 3:36:10 PM
Issue Owner : Lauren Pickens		Queue :	Close Date : 6/13/02 9:36:27 AM
Issue Title : SERVICE - DEALER - COMEBACK			

Coding Info :

Labor Code / Desc 218 / Automatic Trans

Condition Code Desc	Internal Fail 2182
Campaign Code / Desc :	/
Involved Party :	Not Applicable
Document Ref. # :	
Resolved Through :	Not Applicable
Decision In Favor Of :	Not Applicable
Resolutions :	Documented Concern
NPS Number :	

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount :
Reimbursement Amount :	Labor Amount :
Maximum Claim Amount :	
Error Codes :	

Check Req Info :

VIN Type / No. :	Delivery Date :
Engine Serial Number :	Status :
Check Registration No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount :	
Incidental Type 1 / Amount :	/
Incidental Type 2 / Amount :	/
Total Amount :	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Spool Report

05/29/2002

Case History

Case ID : B012002-05-0600889

Case Title :

- 101/TRANSMISSION CONCERN

***NOTES LOG 05/06/02 03:27:34 PM thurger

Client called from dealer, and was given ACS # by dealer. He states the issue is his transmission. States he has been at dealer twice for this. He states that the 1st time the tran would skip 3rd gear, and so dealer put in a remanned tran; 1 week later- client's wife was driving on freeway, and the gears were unengageable while she was in fast lane. He states the dealer replaced the tranny a 2nd time. He states the 3rd time (Friday- 5-3-02)- wife was in fast lane again, and the 5th gear was not engaging. States car is now at dealer. Client seeking to get into a better, safer car. Client is apprehensive and mistrusting of TL and CL, and even Acura in general.

Client also states that his brakes were replaced once as well- due to shimmying.

101 West Acura- Fernando- Svc Advisor.

*** NOTES 05/06/2002 15:27:58 thurger Action Type: Call from Customer

Referring to case manager.

*** NOTES WITH COMMITMENT 05/06/2002 15:34:20 ethomas Action Type: Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/9/02 3:3

This customer contacted our office regarding the following issue(s):

Client called from dealer, and was given ACS # by dealer. He states the issue is his transmission. States he has been at dealer twice for this. He states that the 1st time the tran would skip 3rd gear, and so dealer put in a remanned tran; 1 week later- client's wife was driving on freeway, and the gears were unengageable while she was in fast lane. He states the dealer replaced the tranny a 2nd time. He states the 3rd time (Friday- 5-3-02)- wife was in fast lane again, and the 5th gear was not engaging. States car is now at dealer. Client seeking to get into a better, safer car. Client is apprehensive and mistrusting of TL and CL, and even Acura in general.

Client also states that his brakes were replaced once as well- due to shimmying.

101 West Acura- Fernando- Svc Advisor.

Case History

Case ID : B012002-05-0600889

Case Title :

101/TRANSMISSION CONCERN

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

PLEASE BE AWARE OF THIS CUSTOMER'S CONCERNS. PLEASE REVIEW CUSTOMER'S SERVICE HISTORY AND CONTACT ME TO DISCUSS RESOLUTION.

Erik Thomas

Acura Client Services

Service Operations

American Honda Motor Co., Inc.

310-781-5088

*** SUBCASE B012002-05-0600889-1 5/6/2002 3:34:32 PM ethomas

*** SUBCASE B012002-05-0600889-2 5/6/2002 3:36:10 PM ethomas

*** FULFILL 05/06/2002 15:36:24 ethomas

*** NOTES 05/07/2002 13:38:17 ethomas Action Type: Call to Dealer

Attempted to reach Acura 101 West Service Manager, Maxx Fowler. Left message requesting a return call.

*** NOTES 05/07/2002 13:39:06 ethomas Action Type: Field/DSM

Left message for District Parts and Service Manager, Rick Kramer, regarding customer's concerns. Requested a return call.

Spool Report

Case History

Case ID : B012002-05-0600889

Case Title :

101/TRANSMISSION CONCERN

*** CAMPAIGN CHECK 05/08/02 12:01:43 PM ethomas

No data found For VIN

*** CLAIM CHECK 05/08/02 12:02:02 PM ethomas

The following Claim History information was found

0; 2001-01-04; 378171; 1; 0.00; 42.00; 0; 123505 ; 37820-P75-A01 ; 251059

0; 2001-12-03; 447991; 17519; 743.20; 441.00; 400; 218102 ; 06200-P7W-020RM ;

*** NOTES 05/08/2002 13:24:12 ethomas Action Type: Call from Customer

Customer called and reiterated his concerns. He explained that his wife will not drive this car. Advised that I will not be able to offer repurchase; advised our intent is to review the matter to ensure his vehicle is properly repaired. Advised I will review concern with dealership, given his request. Advised that if he is adamant and he feels that the manufacturer is jeopardizing his interest, he may want to pursue the matter with his local BBB. He advised he is looking into that matter.

He stated he does not feel safe in the car; he related the second failure happened in the #1 lane on the 405 at the Sepulveda pass. He stated she had their 11 year old and 11 month old. He stated that she could not pull over and there trucks and fast cars wizzing by. He stated that Acura Roadside service promised 45 minute service, but that was not good enough. He stated he had to use his connections as a fireman to secure 10 minute emergency service.

He stated that Acura 101 West has provided great service and response, but the car is not safe.

Advised I would review matter and follow-up with him.

*** NOTES 05/08/2002 13:32:13 ethomas Action Type: Field/DSM

Received message from DPSM. Left message for Rick Kramer, requesting a return call.

*** NOTES 05/08/2002 15:39:11 ethomas Action Type: Call from Dealer

Received a call from Acura 101 West Service Manager, Max Fowler. He related that the dealership never found a problem with the car. He stated that the customer test drove a 2003 3.2TL and it shifted the same as the customers. He stated that the customer picked up his vehicle. He stated the

Case History

Case ID : B012002-05-0600889

Case Title :

01/TRANSMISSION CONCERN

dealership did complete a test drive with the customer.

*** NOTES 05/09/2002 16:41:19 ethomas Action Type: Field/DSM

DPSM, Rick Kramer, confirmed dealership information on the customer's concern.

*** NOTES 05/13/2002 13:35:27 ethomas Action Type: Call to Customer

Customer called back about his visit. He related that the dealership did not document the visit correctly; he stated that Fernando didn't drive the car. He stated that the vehicle did drive differently than the 2003. He stated he wants to know what Acura will do about the transmission. He stated that once he knows what Acura will do, he will have some request including an extension of warranty on the vehicle. Advised I would review the matter with the dealership and follow-up with him as quickly as possible.

*** NOTES 05/13/2002 13:56:01 ethomas Action Type: Call to Dealer

Contacted dealership. Service Manager Max Fowler and Fernando are adamant that no problem was duplicated.

*** NOTES 05/15/2002 10:29:12 ethomas Action Type: Field/DSM

Left message for DPSM, Rick Kramer, to coordinate an inspection of the customer's vehicle.

*** NOTES 05/16/2002 09:04:14 ethomas Action Type: Field/DSM

Spoke with DPSM, Rick Kramer. He related that he is available to inspect the customer's vehicle June 11th or 12, 2002.

*** NOTES 05/16/2002 10:52:24 ethomas Action Type: Call to Customer

Contacted the customer. He is agreement to meeting with the rep on June 12, 2002 at 10am.

*** NOTES 05/16/2002 10:52:47 ethomas Action Type: Field/DSM

Left message for District Parts and Service Manager, Rick Kramer, to confirm the appointment set.

Spool Report

Case History

Case ID : B012002-05-0600889

Case Title :

101/TRANSMISSION CONCERN

*** NOTES 06/13/2002 09:02:21 lpickens Action Type: Field/DSM

Spoke with the DPSM and he stated that he met with the client yesterday and drove his car. DPSM stated that he didn't feel anything out of the ordinary, while he was driving. He stated that the customer's wife is the one who drives it a lot. DPSM stated that the car is electrical and that it feels the driver's habits. DPSM stated that for their inconvenience and because the customer is scared that the tranny is going to go out, he wanted to provide them with the goodwill gesture of a 30K and a warranty extension to 7/100,000.

*** NOTES 06/13/2002 09:32:44 lpickens Action Type: Letter/Fax

Letters attached. Sent out 2 letters to the client - one for a free 30K and the other to extend his warranty to 7/100,000, per DPSM, as a one time goodwill gesture.

Case Details

Case ID : B012002-05-1500716 Division : Acura - Auto Condition : Closed Open Date : 5/15/2002 1:24:11 PM
 Case Originator : Matt Hunter Sub Division : Customer Relations Status : Closed Close Date : 5/20/2002 9:12:16 AM
 Case Owner : Jeremy Birkinshaw Method : Phone Queue : Days Open : 5
 Point of Origin : Customer Wipbin :
 Case Title : 251057 TRANS FAILURE - CUST WANTS A NEW No. of Attachments : 1

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : OXON HILL, MD
 E Mail :
 Svc District / Site District : /

Current Dealer Info :

Current Dealer No. / Name : 251057 / ROSENTHAL ACURA
 Phone No. : 301-440-9833
 Address : 623 N. FREDERICK AVE.
 City / State / Zip : GAITHERSBURG, MD 20879
 Svc District / Site District : 02E / C02
 Warranty Labor Rate / Date : \$78.50 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Incl.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-05-1500716-1 /	PR	Subcase Close Product	Operation	218	Automatic Trans	

Product Info :

Unit Owner : DANIEL DAVIS II 8803
 VIN Type / No. : US VIN / 19UYA42641A032830
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4261FNW / B
 Miles / Hours : 44,300
 In Service Date : 3/10/01
 Months in Use : 14
 Engine Number : J32A21021677
 Originating Dealer No. / Name : 251057 / ROSENTHAL ACURA
 Selling Dealer No. / Name : 251057 / ROSENTHAL ACURA
 Trim : TYPE-S
 No. of Doors : 2
 Transmission Code : 5AT
 Exterior Color : BX
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Case Detail Report

Print Date: 04/04/2005

Issue Details

Issue ID : B012002-05-1500716-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Jason Stradford	Type 2 : Operation	Status : Subcase Close	Open Date : 5/16/02 6:20:28 AM
Issue Owner : Jason Stradford		Queue :	Close Date : 5/20/02 9:04:21 AM
Issue Title : PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code / Desc : Internal Fail 2182

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Repaired/Warranty

NPS Number :

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount : \$0.00
Reimbursement Amount :	Labor Amount : \$0.00
Maximum Claim Amount : \$0.00	
Error Codes :	

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requirement No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount : \$0.00

Incidental Type 1 / Amount : / \$0.00

Incidental Type 2 / Amount : / \$0.00

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BQ Reason

Claim Auth Notes :

Case History

Case ID : B012002-05-1500716

Case Title :

51057 TRANS FAILURE - CUST WANTS A NEW

*** CASE CREATE 5/15/02 1:24:11 PM, mhunter

Contact : J, Priority = N/A, Status = Solving.

*** NOTES 5/15/02 1:24:12 PM, mhunter, Action Type :

Client states his vehicle is in the shop for the second time with a failed transmission at Rosenthal Acura. Client states the first time the transmission locked up going down the highway. Client states this time the transmission failed as he was exiting a intersection. Client states he again avoided any serious injuries or accident. Client states he does not want the car anymore. Client states he fears the transmission will fail at any time and harm him and whomever is in the car with him. Client states he loves everything about Acura and his vehicle, but he is now afraid to drive his vehicle.

Client requests Acura pay the balance of the current vehicle and he be put into a new 2003 manual transmission for the price he paid for his current vehicle.

*** CASE MODIFY 5/15/02 1:24:24 PM, mhunter

into WIP default and Status of Solving.

*** NOTES 5/15/02 1:25:17 PM, mhunter, Action Type : Call from Customer

Advised client there is no guarantee his request will be granted, however a manager will review his concern and contact him in two to three business days.

*** CASE MODIFY 5/15/02 1:25:19 PM, mhunter

into WIP default and Status of Solving.

*** CASE ASSIGN 5/15/02 1:25:24 PM, mhunter

B012002-05-1500716 to jstradfo, WIP

*** CASE RULE ACTION 5/15/02 1:25:25 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE B012002-05-1500716-1 CREATE 5/16/02 6:20:28 AM, jstradfo

Created in WIP Default with Due Date 5/16/2002 6:20:28 AM.

*** COMMIT 5/16/02 6:23:42 AM, jstradfo, Action Type :

*** SUBCASE B012002-05-1500716-1 NOTES 5/16/02 6:23:50 AM, jstradfo, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Client states his vehicle is in the shop for the second time with a failed transmission at Rosenthal Acura. Client states the first time the transmission locked up going down the highway. Client states this time the transmission failed as he was exiting a intersection. Client states he again avoided any serious injuries or accident. Client states he does not want the car anymore. Client states he fears the transmission will fail at any time and harm him and whomever is in the car with him. Client states he loves everything about Acura and his vehicle, but he is now afraid to drive his vehicle.

Client requests Acura pay the balance of the current vehicle and he be put into a new 2003 manual transmission for the price he paid for his current vehicle.

This is for your information only and no response is required.

Case History

Case ID : B012002-05-1500716

Case Title

- 251057 TRANS FAILURE - CUST WANTS A NEW

Thank you for your attention to this matter.

Jason Stradford
Acura Client Services

- *** CASE MODIFY 5/16/02 6:23:53 AM, jstradfo
into WIP default and Status of Solving.
- *** CASE MODIFY 5/16/02 6:24:23 AM, jstradfo
into WIP default and Status of Solving.
- *** CASE MODIFY 5/16/02 6:24:25 AM, jstradfo
into WIP default and Status of Solving.
- *** SUBCASE B012002-05-1500716-1 NOTES 5/17/02 9:21:22 AM, jstradfo, Action Type : Call to Dealer
Left a message for the service manager to call.
- *** CASE MODIFY 5/17/02 9:21:26 AM, jstradfo
into WIP Rosenthal Acura and Status of Solving.
- *** SUBCASE B012002-05-1500716-1 NOTES 5/20/02 8:44:09 AM, jstradfo, Action Type : Call to Dealer
The dealer is installing the transmission today.
- *** SUBCASE B012002-05-1500716-1 NOTES 5/20/02 9:04:07 AM, jstradfo, Action Type : Call to Customer
Advised the customer we would not participate in trading him out of the vehicle. The customer considers the car a death trap because the first time the transmission failed on the highway, it almost caused a accident. The customer said the second incident occurred on Mothers Day. He said he is endangering other people around him. He said he is a lawyer and plans to pursue this matter on another level. He said the dealer cannot tell him what was wrong with either transmission. I informed him the dealer is not going to be able to tell him what caused the problem because they do not dismantle the transmission. He said that was not good enough. He said he was putting Acura on notice that this vehicle is a deathtrap and he wanted us to understand his intentions. He understands the car is ready, but that is not his concern. He wants out of the car and intends to make Acura do it.
- *** SUBCASE B012002-05-1500716-1 CLOSE 5/20/02 9:04:21 AM, jstradfo
Status = Solving, Resolution Code = Instruction Given
- *** CASE CLOSE 5/20/02 9:04:25 AM, jstradfo
Status = Closed, Resolution Code = Instruction Given, State = Open
- *** CASE REOPEN 5/20/02 9:10:26 AM, gbirkins
with Condition of Open and Status of Solving.
- *** CASE MODIFY 5/20/02 9:10:31 AM, gbirkins
into WIP default and Status of Solving.
- *** CASE MODIFY 5/20/02 9:10:31 AM, gbirkins
into WIP default and Status of Solving.
- *** NOTES 5/20/02 9:11:04 AM, gbirkins, Action Type : Call from Customer
Client called in very upset wanting to talk to Jason's boss.
- *** NOTES 5/20/02 9:11:38 AM, gbirkins, Action Type : Note-General
Provided President's information and corporate address.

Case History

Case ID : B012002-05-1500716

Case Title : PHILLIP WARREN - 251057 TRANS FAILURE - CUST WANTS A NEW

*** CASE CLOSE 5/20/02 9:12:16 AM, gbirkins

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 6/12/02 12:24:11 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 6/26/02 12:24:11 PM, sa

Action owners supervisor - 45 days of rule Case Closure fired



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8363
DC METRO AREA (202) 368-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1039

Date Received

20-MAY-2002

Od_or _____
Pl_dt _____
Pd_rt _____
Up_itr _____

Reference No.

8010158

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of dashboard on driver's side)</small> 19UYA42641A032830	Vehicle Make ACURA	Vehicle Model 3.2CL	Vehicle Year 2001	Current Odometer Reading
---	-----------------------	------------------------	----------------------	--------------------------

Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> Passenger's Side Airbag <input type="checkbox"/> Motorized <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRANSMISSION: AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure	Date of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatality	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE IN TRAFFIC VEHICLE CAME TO AN ABRUPT STOP WITHOUT WARNING. FIRST TIME THIS HAPPENED, TRANSMISSION LOCKED UP. HAD TRANSMISSION REPAIRED. SECOND TIME THIS HAPPENED TRANSMISSION SLIPPED OUT OF GEAR. HAVING TRANSMISSION REPLACED AGAIN. DEALER CAN'T IDENTIFY WHY TRANSMISSION KEEP BECOMING INOPERATIVE WITHOUT WARNING. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

File #: 1000054	Created By: JAMESV	Date Created: 05/14/2002	Last Edited By: JAMESV
			# of Edits: 2

Code: Original Complaint:
2520 A/T SLIPS AND JERKS

Probable Cause; Solution:
REMAN A/T ORDERED 5/14/02

Alt Codes: 2530

Status: ATR

KB Source:

Title/Subject:

Mileage: 44421

Dealer #: 251057 DE Cont: STEVE TZ: 3 Serv Ph: (301) 840-9333 Serv Mgr: STEVE BENACK DE Name: ROSENTHAL ACURA 829 N. FREDERICK AVE. GAITHERSBURG, MD 20878 Phone: 301-840-9333 Fax #: (301) 840-0538 DE Name: KARL LUKASZEWICZ Zone/Dist: 02 / B Phone: - 18438	VIN: 19UYA42641A032830 Err: Year: 2001 Model: 3.2CL Tran: 6AT Trim/Grade: TYPE S Doors: 2DR WD: 2 Loc: MARYSVILLE Country: USA Color: 3.2CL 2DR TYPE S 3.2CL 2DR DR 3.2CL Spec: P/S, S/R, SRS AIR BAGS, LEATHER, USA Engine #: Trans #: Driv Type: W.O.R: Parts Req #:
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Tech Line Suggests

Information from Dealer

05/14/02 17:41:23 JAMESV:----->REMAN A/T ORDERED 5/14/02
 ----->SLIPS AND JERKS, LAST TRANS ORDER AT 27232

AMERICAN HONDA**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

Spool Report

Run Date : 10/23/02

Case Details

Case ID :	B012002-06-0600099	Division :	Acura - Auto	Condition :	Closed	Open Date :	6/6/2002 7:14:17 AM
Case Originator :	Grace Mariano	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/6/2002 7:42:24 AM
Case Owner :	Grace Mariano	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			
Case Title :	EMANTRANNIE	No. of Attachments :	0				

Site / Contact Info :

Site Name :
Dealer No :
Site Phone No :
Contact Name :
Day Phone No :
Evening Phone No :
Cell / Pager No :
Fax No :
Address :
City / State / Zip : MARIETTA, GA
E-Mail :
Service District No :
Sales District No :

Current Dealer Info :

Current Dealer No. / Name : 251041 / NALLEY ACURA
Phone No. : 770-422-4441
Address : 1355 COBB PKWY SOUTH
City / State / Zip : MARIETTA, GA 30060
Service District No. : 04C
Sales District No. : B04
Warranty Labor Rate / Date : \$75.00 /
Agent Name :

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 19UUA567XYA044160
Model / Year : 3.2TL / 2000
Model ID / Product Line : UA567YJTW / B
Miles / Hours : 45,000
In Service Date : 5/25/00
Months In Use : 25
Engine Number : J32A12048796
Originating Dealer No. / Name : 251367 / ACURA CARLAND
Selling Dealer No. / Name : 251041 / NALLEY ACURA
Trim : NAVI
No. Of Doors : 4
Transmission Code : 5AT
Exterior Color : GN
Roadside Service Coverage :
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
Extended Warranty Contract No. :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :
Terms : Miles / Months

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-06-0600099-1 /	- P	Subcase Close Product	Operation	218	Automatic Trans	

Issue Details

Issue ID : B012002-06-0600099-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Grace Mariano	Type 2 : Operation	Status : Subcase Close	Open Date : 6/6/02 7:42:08 AM
Issue Owner : Grace Mariano		Queue :	Close Date : 6/6/02 7:42:24 AM
Issue Title :	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Other 218X

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision in Favor Of :

Resolutions :

Provided Information :

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
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Claim Auth Notes :

Case History

Case ID : B012002-06-0600099

Case Title :

EMAN TRANNIE

*** NOTES 06/06/2002 07:36:21 gmariano Action Type: Call from Customer

Customer calls in and states that her vehicle stopped on the highway. Customer states that the vehicle was taken to Nalley Acura and that they replaced the tranny with a reman. Customer states that she wants a new tranny and that the dealer will not do it. Customer states that she was told by the dealer that it is the company policy and advised to contact ACS. Customer states that the company is trying to save money and this is the reason for not putting in a new tranny. Customer states that Acura put a reman and now her car just depreciated in value. Customer wants to know why a reman is put in the vehicle.

*** NOTES 06/06/2002 07:37:17 gmariano Action Type: Note-General

Provided customer that the steps of the reman process. Customer was still not happy and hung up.

*** SUBCASE B012002-06-0600099-1 6/6/2002 7:42:08 AM gmariano

AMERICAN HONDA

Customer Relationship Management System

Spot Report

Run Date : 10/25/02

Case Details

Case ID :	B012002-07-1801545	Division :	Acura - Auto	Condition :	Closed	Open Date :	7/18/2002 4:14:45 PM
Case Originator :	Jason Cox	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/22/2002 1:57:57 PM
Case Owner :	John Choi	Method :	Phone	Queue :		Days Open :	4
		Point of Origin :	Customer	Wipbin :			
Case Title :	4D-MW-367		TRANNY (DENIED FIN)	No. of Attachments :	1		

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : ATLANTA, GA
 E Mail :
 Service District No. :
 Sales District No. :

Product Info :

Unit Owner : LETICIA RAMOS 1310
 VIN Type / No. : US VIN / 19UYA42691A031107
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4261PNW / B
 Miles / Hours : 32,000
 In Service Date : 6/27/01
 Months in Use : 13
 Engine Number : J32A21020508
 Originating Dealer No. / Name : 251367 / ACURA CARLAND
 Selling Dealer No. / Name : 251367 / ACURA CARLAND
 Trim : TYPE-S
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : BX
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

Current Dealer Info :

Current Dealer No. / Name : 251367 / ACURA CARLAND
 Phone No. : 770-623-9211
 Address : 3403 SATELLITE BL.
 City / State / Zip : DULUTH, GA 30096
 Service District No. : 04D
 Sales District No. : B04
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name :

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc.	NPS
B012002-07-1801545-1	- PRODU	Subcase Close	Product	Operation	21B Automatic Trans	

Issue Details

Issue ID : B012002-07-1801545-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Inhwon Choi	Type 2 : Operation	Status : Subcase Close	Open Date : 7/19/02 7:01:47 AM
Issue Owner : Inhwon Choi		Queue :	Close Date : 7/19/02 7:54:32 AM
Issue Title : S - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182
 Campaign Code / Desc : /
 Involved Party :
 Document Ref. # :
 Resolved Through :
 Decision in Favor Of :
 Resolutions : Assist Denied,
 NPS Number :

Check Req. Info :

VIN Type / No. :	Delivery Date :
Engine Serial Number :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount :	
Incidental Type 1 / Amount :	1
Incidental Type 2 / Amount :	1
Total Amount :	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Claims Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount :
Reimbursement Amount :	Labor Amount :
Maximum Claim Amount :	
Error Codes :	

Solution / Unaid Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case ID : B012002-07-1801545

Case Title : 4D-MW-367

3 - TRANNY (DENIED FIN)

***NOTES LOG 07/18/02 04:14:46 PM jcox

Client states his transmission has gone out for the 2nd time and he doesn't want his vehicle any longer. Client states the transmission went out again Monday evening almost causing him to hit a barrier on the freeway offramp. Client states when the transmission has gone out these two times the vehicle has violently come to a stop. Client states the vehicle was towed to the dealership Tuesday morning and they advised him it would be completed by the 24th. Client states he requested out of the car to the SM at the dealership and the SM spoke to the DPSM. Client states he was offered a warranty extension on his vehicle to 75,000 miles. Client states that it at least should have been 82,000 miles. Client states that he is not really interested in this vehicle anymore because he no longer feels safe. Client also states the first time his transmission went out he received a CL loaner car and now he was given a rental Honda Civic. Client states he is paying \$700 a month and doesn't feel he should be paying for this when he is driving a Civic. Client requests assistance.

*** NOTES 07/18/2002 16:15:49 jcox Action Type: Call from Customer

I advised client we are not in the habit of buying cars back from customers but would be happy to forward his concerns to a manager to have them follow up with him to see if we can provide any other options that might satisfy him.

*** SUBCASE B012002-07-1801545-1 7/19/2002 7:01:47 AM ichoi

*** NOTES 07/19/2002 07:37:02 ichoi Action Type: Call to Dealer

Spoke to dealer as Steve who states that DPSM had goodwilled a 75K warranty extension on the tranny only.

*** NOTES 07/19/2002 07:42:24 ichoi Action Type: Field/DSM

Spoke to DPSM-Mike W. who states that he never offered a warranty extension on this vehicle, however having said that he would be willing to offer a 6 year, 75,000 mile warranty extension on the transmission only.

*** VSC CHECK 07/19/02 07:44:55 AM ichoi

The following VSC information was found

PHILIP;RAMOS;V001063821;A70;(NEW) PREMIUM 7YRS 100K \$50 DED;ACTIVE;;2001-06-27;2008-06-26;100000;45;251367;50.

Case History

Case ID : B012002-07-1801545

Case Title : 4D-MW-367-

- TRANNY (DENIED FIN)

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*** CUC CHECK 07/19/02 07:44:55 AM ichoi

The following CUC information was found

---0;0;0-----0;

*** NOTES 07/19/2002 07:49:42 ichoi Action Type: Call to Dealer

Spoke to dealer as Steve again who states that tranny was received today, and vehicle will be completed by Tuesday, 7/23. Steve states that client has an Acura Care extended warranty and inquires if he should cancel the policy if Acura is offering an extended warranty on the tranny.

*** NOTES 07/19/2002 07:54:10 ichoi Action Type: Field/DSM

Spoke to DPSM Mike W. and advised of client's situation and that ACS will not offer any goodwill on client's issue. Mike agrees.

*** NOTES 07/22/2002 07:44:38 ichoi Action Type: Call to Customer

Called client to advise of decision, not available, message left for callback.

*** VSC CHECK 07/22/02 01:36:41 PM ichoi

The following VSC information was found

PHILIP;RAMOS;V001063821;A70;(NEW) PREMIUM 7YRS 100K \$50 DED;ACTIVE;2001-06-27;2008-06-26;100000;45;251367;50.

00

*** CUC CHECK 07/22/02 01:36:41 PM ichoi

The following CUC information was found

---0;0;0-----0;

Case History

Case ID : B012002-07-1801545

Case Title : 4D-MW-36

.- TRANNY (DENIED FIN)

*** VSC CHECK 07/22/02 01:37:02 PM ichoi

The following VSC information was found

PHILIP;RAMOS;V001063821;A70;(NEW) PREMIUM 7YRS 100K \$50 DED;ACTIVE;;2001-06-27;2008-06-26;100000;45;251367;50.
00

*** CUC CHECK 07/22/02 01:37:02 PM ichoi

The following CUC information was found

---0;0;0-----0;--

*** VSC CHECK 07/22/02 01:37:27 PM ichoi

The following VSC information was found

-----;V001063821;A70;(NEW) PREMIUM 7YRS 100K \$50 DED;ACTIVE;;2001-06-27;2008-06-26;100000;45;251367;50.
00

*** CUC CHECK 07/22/02 01:37:27 PM ichoi

The following CUC information was found

--0;0;0-----0;--

*** VSC CHECK 07/22/02 01:43:34 PM ichoi

The following VSC information was found

V001063821;A70;(NEW) PREMIUM 7YRS 100K \$50 DED;ACTIVE;;2001-06-27;2008-06-26;100000;45;251367;50.
00

*** CUC CHECK 07/22/02 01:43:34 PM ichoi

The following CUC information was found

---0;0;0-----0;--

Case History

Case ID : B012002-07-1801545

Case Title : 4D-MW-367

- TRANNY (DENIED FIN)

*** NOTES 07/22/2002 13:57:46 ichoi Action Type: Call to Customer

ACS contacted client and advised that after review of concerns, Acura feels that there is no assistance required or needed. ACS advised client that Acura the manufacturer's obligation is repair client's vehicle for manufacturer's defects under the perimeter of the factory warranty.

Client states that he requests Acura offer him an extended warranty on his vehicle to 82K or 75K. ACS advised that since client already has an Acura Care warranty which he purchased at the time of his vehicle purchase that it would be redundant and moot to offer such a warranty.

Client states that he spoke to dealer and they advised that the DPSM would offer an extended warranty. ACS advised that ACS has spoken to DPSm Mike W. who advised that there was no such offer made. Client states that then the service manager offered the warranty extension. ACS advised that the dealer service manager can not offer such a warranty extension on behalf of Acura. ACS advised client that if such an offer was made by the service manager then that offer was made separate from Acura the manufacturer and client should speak to the service manager.

Client states that he wants to cancel is Acura Care warranty and wants Acura to offer an extended warranty. ACS advised client that ACS will offer no warranty extension.

Client states that he will pursue this through other channels and file for lemon law.

Case Details

Case ID : B012002-07-2600980 Division : Acura - Auto Condition : Closed Open Date : 7/26/2002 1:34:20 PM
 Case Originator : Makeba Mims Sub Division : Customer Relations Status : Closed Close Date : 8/9/2002 10:08:59 AM
 Case Owner : Allan Baynosa Method : Phone Queue : Days Open : 14
 Point of Origin : Customer Wipbn :
 Case Title : 1201 SR - 2ND BAD TRANSMISSION No. of Attachments : 4

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : KEYSER, WV
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56803A007619
 Model / Year : 3.2TL / 2003
 Model ID / Product Line : UA5683JW / B
 Miles / Hours : 3,839
 In Service Date : 4/1/02
 Months In Use : 3
 Engine Number : J32A22303395
 Originating Dealer No. / Name : 251487 / SPITZER ACURA
 Selling Dealer No. / Name : 251487 / SPITZER ACURA
 Trim : TYPE-S
 No. of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 251201 / SMALL ACURA
 Phone No. : 724-837-4210
 Address : 1172 E. PITTSBURGH ST.
 City / State / Zip : GREENSBURG, PA 15601
 Svc District / Sls District : 020 / D02
 Warranty Labor Rate / Date : \$65.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-07-2600980-1	- PRO Subcase Close	Product	Operation	218	Automatic Trans	

Issue Details

Issue ID : B013002-07-2600980-1	Type 1 : Product	Condition : Closed	Binbin :
Issue Originator : Allan Baynosa	Type 2 : Operation	Status : Subcase Close	Open Date : 11/9/02 18:08:20 AM
Issue Owner : Allan Baynosa		Queue :	Close Date : 11/9/02 10:08:53 AM
Issue Title : - PRODUCT - OPERATIONAL			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Gdwill Cust Decline, Repaired/Warranty

NPS Number :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount : \$0.00

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount : \$0.00

Labor Amount : \$0.00

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount : \$0.00

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

/\$0.00

/\$0.00

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-07-2600980

Case Title : 1201 DR

- 2ND BAD TRANSMISSION

*** CASE CREATE 7/26/02 1:34:20 PM, mmims

Contact = , Priority = N/A, Status = Solving.

*** NOTES 7/26/02 1:34:21 PM, mmims, Action Type :

Client states a week ago he was driving at 55 mph and the vehicle downshifted to 1st gear, locked up his tires and he swerved off the road. Client states roadside assistance towed his car to Smail Acura. Client states the dealer put in a new transmission. Client states he picked up his car and drove 50 miles and the car did the exact same thing downshifted into first gear, the tires locked up and he skidded off the road. Client states roadside assistance towed the car back to Smail Acura and the car is currently there. Client states this is his first Acura and might be his last. Client states he would like to put in a complaint against Acura for designing an unsafe vehicle. Client states he does not feel safe driving this car anymore. Client is requesting a follow up call from a manager.

*** NOTES 7/26/02 1:35:53 PM, mmims, Action Type : Call from Customer

I apologized on the behalf of Acura for the frustration. I informed the client that his concerns would be documented, and forwarded to the case manager. Advised client a case manager will follow up with him in 2-3 business days.

*** CASE MODIFY 7/26/02 1:38:48 PM, mmims

into WIP default and Status of Solving.

*** CASE ASSIGN 7/26/02 1:38:52 PM, mmims

B012002-07-2600980 to abaynosa, WIP

*** CASE RULE ACTION 7/26/02 1:38:54 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 7/26/02 1:51:59 PM, abaynosa, Action Type :

*** CASE MODIFY 7/26/02 1:51:59 PM, abaynosa

into WIP NEW FILES and Status of Solving.

*** NOTES 7/26/02 1:52:48 PM, abaynosa, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/29/02 1:

This customer contacted our office regarding the following issue(s):

Client states a week ago he was driving at 55 mph and the vehicle downshifted to 1st gear, locked up his tires and he swerved off the road. Client states roadside assistance towed his car to Smail Acura. Client states the dealer put in a new transmission. Client states he picked up his car and drove 50 miles and the car did the exact same thing downshifted into first gear, the tires locked up and he skidded off the road. Client states roadside assistance towed the car back to Smail Acura and the car is currently there. Client states this is his first Acura and might be his last. Client states he would like to put in a complaint against Acura for designing an unsafe vehicle. Client states he does not feel safe driving this car anymore.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Ed, please review this client's concern and I'll tag you later.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Case History

Case ID : B012002-07-2600980

Case Title : 1201 DR -

- 2ND BAD TRANSMISSION

Allan Baynosa
Acura Client Services

*** CASE MODIFY 7/26/02 1:52:50 PM, abaynosa
into WIP NEW FILES and Status of Solving.

*** NOTES 7/29/02 10:40:33 AM, abaynosa, Action Type : Call to Dealer
Left SM - Ed VMM to call me to discuss.

*** NOTES 7/30/02 1:34:51 PM, abaynosa, Action Type : Call to Customer
Left VMM to call me to discuss.

*** CASE MODIFY 7/30/02 1:34:53 PM, abaynosa
into WIP NEW FILES and Status of Solving.

*** NOTES 7/31/02 10:30:41 AM, abaynosa, Action Type : Call to Customer
Left VMM to call me to discuss.

*** NOTES 7/31/02 12:41:59 PM, abaynosa, Action Type : Call to Dealer
SM - Ed advised that the transmission did fail and they have ordered a transmission and it is probably coming in tomorrow. Dealer will repair vehicle as necessary.

*** NOTES 8/1/02 9:45:25 AM, abaynosa, Action Type : Call to Customer
Received message client called. Left VMM to call me to discuss.

*** CASE MODIFY 8/1/02 9:45:26 AM, abaynosa
into WIP 02G - DR and Status of Solving.

*** NOTES 8/1/02 10:11:52 AM, abaynosa, Action Type : Call to Customer
Received message client called. Left VMM to call me to discuss.

*** NOTES 8/1/02 10:38:28 AM, abaynosa, Action Type : Call from Customer
Client called in stating that he did not want car. Advised client at this time we would not be able to offer assistance in trading out car. Offered some possible free service - no, client is 100 mi. away from dealer. Offered goodwill extended warranty coverage on transmission - no, client is in a lease. Offered cash compensation equivalent to time the car is down at dealer based on his mo. payment (\$417 approx.). Client stated that he would think about this and advise if he wanted to accept that. Car has been down for 2 weeks roughly. Will await client's call.

*** CASE MODIFY 8/1/02 10:38:30 AM, abaynosa
into WIP 02G - DR and Status of Solving.

*** NOTES 8/8/02 1:37:17 PM, abaynosa, Action Type : Call to Dealer
SA - Frank advised transmission has come in and they would hopefully have client ready to p/u vehicle by this Saturday.

*** NOTES 8/8/02 1:38:58 PM, abaynosa, Action Type : Call to Customer
Left VMM to call me to discuss.

*** CASE MODIFY 8/8/02 1:39:00 PM, abaynosa
into WIP 02G - DR and Status of Solving.

*** NOTES 8/9/02 9:56:21 AM, abaynosa, Action Type : Call to Customer
Left VMM to call me to discuss.

*** NOTES 8/9/02 10:08:07 AM, abaynosa, Action Type : Call from Customer
Reviewed above information regarding transmission repairs being performed on vehicle. Reviewed prior goodwill offers we discussed. Client stated that he has

Case History

Case ID : B012002-07-2600980

Case Title : 1201 DR - GREGORY PRATT - 2ND BAD TRANSMISSION

contacted his State Attorney General and was advised that he should not accept any goodwill offers from Acura as this would be detrimental to his case. Client stated that he was pursuing this matter further w/ the State Attorney General. Apologized he felt this way. Advised client that dealer would f/u w/ him when his car is ready for him to p/u. Client understands this. Closing case.

*** SUBCASE B012002-07-2600980-1 CREATE 8/9/02 10:08:20 AM, abaynosa

Created in WIP Default with Due Date 8/9/2002 10:08:20 AM.

*** SUBCASE B012002-07-2600980-1 CLOSE 8/9/02 10:08:52 AM, abaynosa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/9/02 10:08:59 AM, abaynosa

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 8/23/02 12:34:20 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 9/6/02 12:34:20 PM, sa

Action owners supervisor - 45 days of rule Case Closure fired

Case Detail Report

Case Details

Case ID : N042002-10-080111-1 Division : Honda - Auto Condition : Closed Open Date : 10/8/2002 2:17:50 PM
 Case Originator : Cathy Vidal Sub Division : Mediation Status : Closed Close Date : 11/18/2002 7:46:20
 Case Owner : Julie Lifosjoe Method : Mail Queue : Days Open : #1
 Point of Origin : Attorney General Within :
 Case Title : TRANSMISSION No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : KEYSER, WV
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA5683A007619
 Model / Year : 3.2TL / 2003
 Model ID / Product Line : UA5683JW / B
 Miles / Hours : 3,900
 In Service Date : 4/1/02
 Months in Use : 6
 Engine Number : J32A22303395
 Originating Dealer No. / Name : 251487 / SPITZER ACURA
 Selling Dealer No. / Name : 251487 / SPITZER ACURA
 Trim : TYPE-S
 No. of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 251201 / SMAH, ACURA
 Phone No. : 724-837-4210
 Address : 1172 E. PITTSBURGH ST.
 City / State / Zip : GREENSBURG, PA 15601
 Svc District / Sls District : 02G / B02
 Warranty Labor Rate / Date : \$65.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

3rd Party Info :

Party 1 : Attorney General Party 3 : Not Applicable
 Party 2 : C.R. Party 4 : Not Applicable

Case ID	Status	Product	Operation	Labor Code	Labor Code Desc	NPS
N042002-10-080111-1	- Subcase Close	Product	Operation	218	Automatic Trans	

Issue Details

Issue ID : N042902-10-0801111-1

Type 1 : Product

Condition : Closed

Wipbin :

Issue Originator : Cathy Vidal

Type 2 : Operation

Status : Subcase Closed

Open Date : 10/8/02 2:18:56 PM

Issue Owner : Julie Lifojoe

Queue :

Close Date : 11/18/02 7:45:48 AM

Issue Title :

WARRANTY - OPERATIONS

Coding Info :

Labor Code / Desc : 211 / Internal Fail

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc : /

Involved Party : Attorney General

Document Ref. # : State of West Virginia

Resolved Through : Not Applicable

Decision In Favor Of : Not Applicable

Resolutions : Repaired/Warranty,

NPS Number :

Claim Auth Info :

VIN No. :

Repair Order Date :

Dealer No. :

Expiration Date :

Claim No. :

Last Updated On :

Requested Amount :

Parts Amount : \$0.00

Reimbursement Amount :

Labor Amount : \$0.00

Maximum Claim Amount : \$0.00

Error Codes :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Delivery Date :

Check Regulation No. :

Status :

Division :

Cost Center :

Contention Code :

Approval Date :

Defect Code :

Check No. :

Category :

Check Date :

Primary Amount : \$0.00

Incidental Type 1 / Amount :

/ \$0.00

Incidental Type 2 / Amount :

/ \$0.00

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Parts Info :

Part No.	Part Description	EO Reason

Claim Auth Notes :

Case History

Case ID : N042002-10-0801111

Case Title :

ATTY GEN - TRANSMISSION

*** CASE CREATE 10/8/02 2:17:50 PM, cvidal

Contact = , Priority = N/A, Status = Solving.

*** NOTES 10/8/02 2:17:50 PM, cvidal, Action Type :

Received Attorney General Letter, WV . Attorney General office is requesting that a fair & reasonable settlement be reached. Please submit our written response within ten (10) days of receipt of this letter.

Customer's contention: transmission problem

Resolution sought: Refund of purchase price, taxes, tags & fees as well as reimbursement for lost work.

*** CASE MODIFY 10/8/02 2:18:32 PM, cvidal

into WIP default and Status of Solving.

*** SUBCASE N042002-10-0801111-1 CREATE 10/8/02 2:18:56 PM, cvidal

Created in WIP Default with Due Date 10/8/2002 2:18:56 PM

*** SUBCASE N042002-10-0801111-1 MODIFY 10/8/02 2:19:20 PM, cvidal

into WIP default and Status of Solving.

*** COMMIT 10/8/02 2:21:23 PM, cvidal, Action Type :

*** NOTES 10/8/02 2:22:50 PM, cvidal, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/9/2002

This customer contacted our office regarding the following issue(s):

Customer's contention: transmission problem

Resolution sought: Refund of purchase price, taxes, tags & fees as well as reimbursement for lost work.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:
Please fax all invoice copies of repair orders and technician notes to 310-783-3029. This information is being requested for investigative purposes to determine our position for resolution.

Thank you.

Cathy Vidal

Automobile Customer Service

Mediation Group

*** CASE MODIFY 10/8/02 2:23:33 PM, cvidal

into WIP default and Status of Solving.

*** CASE MODIFY 10/8/02 2:44:13 PM, cvidal

into WIP default and Status of Solving.

*** COMMIT 10/8/02 2:45:00 PM, cvidal, Action Type : N/A

Case History

Case ID : N042002-10-0801111

Case Title

ATTY GEN - TRANSMISSION

*** SUBCASE N042002-10-0801111-1 ASSIGN 10/8/02 2:45:47 PM, cvidal
N042002-10-0801111-1 to jlifosjo, WIP

*** SUBCASE N042002-10-0801111-1 RULE ACTION 10/8/02 2:45:49 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 10/8/02 2:46:05 PM, cvidal
N042002-10-0801111 to jlifosjo, WIP [?C] U+□

*** CASE RULE ACTION 10/8/02 2:46:07 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/10/02 10:13:07 AM, jlifosjo
into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 10/10/02 10:13:21 AM, jlifosjo
into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 10/10/02 10:13:26 AM, jlifosjo
into WIP NEW CASES and Status of Solving.

*** NOTES 10/10/02 10:32:22 AM, jlifosjo, Action Type : Note-General

Reviewed case information. There was a previous case in the call center for the transmission concern. The client was offered goodwill but declined. The client seeks a full refund and reimbursement for lost work.

*** NOTES 10/10/02 10:35:30 AM, jlifosjo, Action Type : Call to Dealer

Spoke with Frank. He states there is another RO opened on 7/29/02 and closed on 8/20/02. Frank recalls that the vehicle was repaired prior to the 20th, but they were trying to make arrangements for it to be flat-bedded back to this client. The previous case notes indicate the transmission was at the dealer on 8/9/02 and they were expecting to have it completed by 8/10/02.

Requested the hard copy of the RO and the final invoice. Frank will fax that information.

*** CASE MODIFY 10/10/02 10:35:32 AM, jlifosjo
into WIP HIGH PRIORITY CASES and Status of Solving.

*** CASE MODIFY 10/10/02 10:35:36 AM, jlifosjo
into WIP HIGH PRIORITY CASES and Status of Solving.

*** NOTES 10/10/02 10:39:56 AM, jlifosjo, Action Type : Field/DSM

V/M to Doug. Requested call back to discuss this case further and determine what Acura's response to the AG's office will be.

*** CASE MODIFY 10/10/02 10:39:58 AM, jlifosjo
into WIP HIGH PRIORITY CASES and Status of Solving.

*** CASE MODIFY 10/22/02 12:08:32 PM, jlifosjo
into WIP HIGH PRIORITY CASES and Status of Solving.

*** CASE MODIFY 10/22/02 12:09:43 PM, jlifosjo
into WIP HIGH PRIORITY CASES and Status of Solving.

*** NOTES 10/28/02 12:45:38 PM, jlifosjo, Action Type : Letter/Fax

Faxed the following letter to the Attorney General's Office and Fed Ex'd the file to Doug R., DP&M.

Case History

Case ID : N042002-10-0801111

Case Title : ----- - ATTY GEN - TRANSMISSION

October 28, 2002

Ms. Stephanie Terrell
Office of the Attorney General
812 Quarrier ST.
Charleston, WV 25301

RE:
VIN: 19UUA56803A007619

Dear Ms. Terrell:

This letter is in response to the complaint filed with your office by Mr. Pratt. Our office received this information and reviewed the documentation that was attached. We also spoke with our Acura Client Services Manager previously handling this case.

The New Car Limited Warranty for this vehicle is 4 years or 50,000 miles, whichever occurs first, and covers defects in manufacturing materials or workmanship. It is our understanding that Mr. Pratt's vehicle was repaired and returned to him on August 20, 2002. Our office has not been advised of further concerns with this vehicle since that time. Should Mr. Pratt wish to speak with an Acura representative to review any pending concerns, our office will assist with arranging a meeting at an Acura dealership in his area.

Acura would like to take this opportunity to thank you for bringing Mr. Pratt's concern to our attention. As always, Acura will make every reasonable effort to repair this vehicle under the terms of the Acura New Car Limited Warranty.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Julie Li
Mediation
Automobile Customer Services

*** CASE MODIFY 10/28/02 12:45:41 PM, jlifosjo
into WIP HIGH PRIORITY CASES and Status of Solving.
*** CASE MODIFY 10/28/02 12:53:20 PM, jlifosjo
into WIP HIGH PRIORITY CASES and Status of Solving.
*** CASE FULFILL 10/29/02 7:54:02 AM, jlifosjo
Fulfilled for GREGORY PRATT due 10/09/2002 12:00:00 AM.

Case History

Case ID : N042002-10-0801111

Case Title

- ATTY GEN - TRANSMISSION

*** CASE FULFILL 10/29/02 7:54:07 AM, jlifosjo
Fulfilled for GREGORY PRAIT due 10/09/2002 02:22:45 PM.

*** COMMIT 10/29/02 7:54:10 AM, jlifosjo, Action Type : N/A

*** CASE MODIFY 10/29/02 7:54:28 AM, jlifosjo
into WIP BBB/STATE CASES and Status of Solving.

*** CASE RULE ACTION 11/5/02 2:17:50 PM, sa
Action owner - 30 days of rule Case Closure fired

*** SUBCASE N042002-10-0801111-1 MODIFY 11/18/02 7:45:46 AM, jlifosjo
into WIP Subcases and Status of Solving.

*** SUBCASE N042002-10-0801111-1 CLOSE 11/18/02 7:45:48 AM, jlifosjo
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/18/02 7:45:56 AM, jlifosjo
into WIP READY TO CLOSE and Status of Solving.

*** CASE MODIFY 11/18/02 7:46:08 AM, jlifosjo
into WIP READY TO CLOSE and Status of Solving.

*** CASE CLOSE 11/18/02 7:46:20 AM, jlifosjo
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 11/19/02 2:17:50 PM, sa
Action owners super - 45 days of rule Case Closure fired

Case Details

Case ID : B012002-08-2201284 Division : Acura - Auto Condition : Closed Open Date : 12/22/2002 3:46:18 PM
 Case Originator : Marco Brown Sub Division : Customer Relations Status : Closed Close Date : 12/10/2002 10:16:00
 Case Owner : Shonte Sheppard Method : Mail Queue : Days Open : 110
 Point of Origin : Customer Wipbin :
 Case Title : KEYES ACURA- TRANSMISSION CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : VAN NUYS, CA
 E Mail :
 Svc District / Site District :

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA42691A033228
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4261PNW / B
 Miles / Hours : 27,900
 In Service Date : 4/4/01
 Months In Use : 16
 Engine Number : J32A21021988
 Originating Dealer No. / Name : 251059 / CERRITOS ACURA
 Selling Dealer No. / Name : 251059 / CERRITOS ACURA
 Trim : TYPE-S
 No. of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 251197 / KEYES ACURA
 Phone No. : 818-782-1120
 Address : 3905 VAN NUYS BLVD.
 City / State / Zip : VAN NUYS, CA 91401
 Svc District / Site District : 01B / A01
 Warranty Labor Rate / Date : \$75.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues:

Issue ID / Title	Status	Issue Type 1	Issue Type 2		
B012002-08-2201284-1 /	- PAR Subcase Close	Parts - A	Backord-Unit Down	218	Automatic Trans

Issue Details

Issue ID : B012002-08-2201284-1 Type 1 : Parts - AHM Condition : Closed Wipbin :
 Issue Originator : Shontie Sheppard Type 2 : Backord-Unit Down Status : Subcase Close Open Date : 8/28/02 8:17:46 AM
 Issue Owner : Shontie Sheppard Queue : Close Date : 9/9/02 8:43:48 AM
 Issue Title : - PARTS - AHM - BACKORD-UNIT DOWN

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Other 218X

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision in Favor Of :

Resolutions : Repaired/Warranty

NPS Number :

Claim Auth Info :

VIN No. : Repair Order Date :
 Dealer No. : Expiration Date :
 Claim No. : Last Updated On :
 Requested Amount : Parts Amount : \$0.00
 Reimbursement Amount : Labor Amount : \$8.88
 Maximum Claim Amount : \$0.00
 Error Codes :

Check Req Info :

VIN Type / No. :
 Engine Serial No. : Delivery Date :
 Check Requisition No. : Status :
 Division : Cost Center :
 Contention Code : Approval Date :
 Defect Code : Check No. :
 Category : Check Date :
 Primary Amount : \$0.00
 Incidental Type 1 / Amount : / \$0.00
 Incidental Type 2 / Amount : / \$0.00
 Total Amount : \$0.00
 Payee Name :
 Payee Phone No. :
 Address :
 City / State / Zip :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-08-2201284

Case Title

- KEYES ACURA- TRANSMISSION CONCERN

*** CASE CREATE 8/22/02 3:46:18 PM, mbrown01

Contact = ARMEN PAPOYAN, Priority = N/A, Status = Solving.

*** NOTES 8/22/02 3:46:19 PM, mbrown01, Action Type :

Client states that he wants out of his vehicle. Client claims that he has had nothing but problems with the vehicle. Client states that he has too many problems with the vehicle. Client explained a list of problems. Client explains:

Drive Belt snapped.

While driving to work, the car shifted into 2nd gear while going up a hill.

All the lights on the console came on while driving the vehicle.

Passenger seat back panel fell off.

Seatbelt jerking while driving the car.

Dealership had to change the steering wheel system.

While driving the vehicle, the car shifted into 1st gear. Client states that he was traveling about 60mph and the car jerked very hard. Client explained that it felt like he was hit from the back. Client states that he has been to Acura of Pasadena and Keys Acura 5 times each.

Client states that he no longer wants the vehicle and he does not want to get a lawyer involved, but he does not want to get in the car again. Client says that he is leaving the country for 2 weeks and will be leaving on Saturday. Client will return on Sept 7th.

*** NOTES 8/22/02 3:48:13 PM, mbrown01, Action Type : Call from Customer

Advised client that a case manager would contact her in 2 to 3 business days.

*** CASE MODIFY 8/22/02 3:49:33 PM, mbrown01

into WIP default and Status of Solving.

*** CASE ASSIGN 8/22/02 3:49:47 PM, mbrown01

B012002-08-2201284 to ssheppar, WIP

*** CASE RULE ACTION 8/22/02 3:49:49 PM, ss

Action Task Assignee of rule Assign Notification fired

*** COMMIT 8/28/02 8:16:41 AM, ssheppar, Action Type :

*** NOTES 8/28/02 8:17:26 AM, ssheppar, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/29/02 8:

This customer contacted our office regarding the following issue(s):

Client states that he wants out of his vehicle. Client claims that he has had nothing but problems with the vehicle. Client states that he has too many problems with the vehicle. Client explained a list of problems. Client explains:

Drive Belt snapped.

While driving to work, the car shifted into 2nd gear while going up a hill.

All the lights on the console came on while driving the vehicle.

Passenger seat back panel fell off.

Seatbelt jerking while driving the car.

Dealership had to change the steering wheel system.

While driving the vehicle, the car shifted into 1st gear. Client states that he was traveling about 60mph and the car jerked very hard. Client explained

Case History

Case ID : B012002-08-2201284

Case Title :

--- / - KEYES ACURA- TRANSMISSION CONCERN

that it felt like he was hit from the back. Client states that he has been to Acura of Pasadena and Keys Acura 5 times each.

Client states that he no longer wants the vehicle and he does not want to get a lawyer involved, but he does not want to get in the car again. Client says that he is leaving the country for 2 weeks and will be leaving on Saturday. Client will return on Sept 7th. Client seeks assistance with this situation.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action: Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Shonte Sheppard
Acura Client Services

*** CASE MODIFY 8/28/02 8:17:43 AM, sshepper
into WIP ALL NEW CASES and Status of Solving.

*** SUBCASE B012002-08-2201284-1 CREATE 8/28/02 8:17:46 AM, sshepper
Created in WIP Default with Due Date 8/28/2002 8:17:46 AM.

*** CASE MODIFY 8/28/02 8:18:13 AM, sshepper
into WIP ALL NEW CASES and Status of Solving.

*** CASE MODIFY 8/28/02 8:18:24 AM, sshepper
into WIP ALL NEW CASES and Status of Solving.

*** NOTES 8/28/02 10:55:58 AM, sshepper, Action Type : Call to Dealer

Spoke with Allan, SM

Stated the client only receives warranty repairs and he received a transmission repair on 8-21-02. Stated the client at that time did not request and further assistance.

*** NOTES 8/28/02 10:56:22 AM, sshepper, Action Type : Call to Customer

Left a message for client to contact ACS to discuss his concerns.

*** CASE MODIFY 8/30/02 9:50:32 AM, sshepper
into WIP Rick Kramer- 1B and Status of Solving.

*** NOTES 9/9/02 8:43:13 AM, sshepper, Action Type : Letter/Fax

Sent Client a F/U letter

September 9, 2002

MEMORIE, C.A.

Case History

Case ID : B012002-08-2201284

Case Title

KEYES ACURA- TRANSMISSION CONCERN

Dear

This letter is in response to your call to the Acura Client Services office. We appreciate the opportunity to respond to your concerns with your vehicle.

The Acura Client Services office is set up to review individual client concerns on a case-by-case basis. We regret to learn of the difficulties you've experienced with your vehicle.

Based on the information you provided to our office in your call, our office followed up with the dealership to address your concern. The dealership recently informed our office that your vehicle has been repaired and you are now in possession of it. If this is not the case or you have any questions/comments, please contact our office at your earliest convenience.

We recognize repairs are unwelcome at any time, and we apologize for the frustration and inconvenience involved with this matter. The Acura Client Services office can be reached at 800-382-2238.

Thank you for allowing us to respond.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Shonté Sheppard
Acura Client Services

*** SUBCASE B012002-08-2201284-1 CLOSE 9/9/02 8:43:48 AM, ssheppar

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/9/02 8:43:50 AM, ssheppar

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/19/02 2:27:34 PM, ssheppar

with Condition of Open and Status of Solving.

*** CASE MODIFY 9/19/02 2:32:13 PM, ssheppar

into WIP ALL NEW CASES and Status of Solving.

*** CASE RULE ACTION 9/19/02 2:46:19 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 9/19/02 2:56:06 PM, ssheppar, Action Type : Call from Customer

Spoke with Client

Client expressed his dissatisfactions with the problems he's encountered with his vehicle. Client stated he will look into the lemon laws of his state to see if he can get out of his vehicle. Advised client that we have repaired his vehicle per the terms of his warranty and we apologize for the inconvenience he's encountered. Client shortly thereafter disconnected the call.

Case History

Case ID : B012002-08-2201284

Case Title

JEYES ACURA- TRANSMISSION CONCERN

*** CASE CLOSE 9/19/02 2:56:12 PM, ssheppar

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 10/3/02 2:46:18 PM, sa

Action owners snpvar - 45 days of rule Case Closure fired

*** CASE REOPEN 11/11/02 8:46:11 AM, ssheppar

with Condition of Open and Status of Solving.

*** NOTES 11/11/02 8:47:51 AM, ssheppar, Action Type : Letter/Fax

Receive a certified letter from client's attorney Robert F. Brennan advising this office not to contact his client any further.

*** NOTES 11/11/02 8:48:13 AM, ssheppar, Action Type : Note-General

Case has been forwarded to HNA Law for review.

*** CASE CLOSE 11/11/02 8:49:47 AM, ssheppar

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/11/02 9:06:01 AM, ssheppar

with Condition of Open and Status of Solving.

*** NOTES 11/11/02 9:14:52 AM, ssheppar, Action Type : Note-General

Disregard note above, file was not forwarded to HNA Law.

Contacted client's attorney Mr. Brennan, call was received by Mr. Robert Wiener who indicated he was the acting attorney on this case. Advised Mr. Wiener that this was not a legal office but a customer service office. Advise Mr. Wiener that the client's vehicle was repaired per the terms of his warranty and if the client is having current concerns we will recommend he takes the vehicle back into the Acura dealership for further diagnosis, per the terms of his warranty. Client stated okay and disconnected the call.

*** CASE CLOSE 11/11/02 9:15:04 AM, ssheppar

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/26/02 2:50:30 PM, jswedlun

with Condition of Open and Status of Solving.

*** NOTES 11/26/02 2:58:50 PM, jswedlun, Action Type : Call from Customer

Client's attorney, Robert Wiener, writes this letter will confirm the conversation he had w/ Shontie on 10/5/02. Client states he was told the vehicle was repaired properly and under the terms of the warranty. Client states this is not the case, client states their demand for repurchase was denied. Client states the vehicle qualifies for repurchase and the vehicle was not repaired. Client states if their demand for repurchase is not complied w/ by 11/27/02 they will proceed w/ litigation.

*** CASE MODIFY 11/26/02 2:58:55 PM, jswedlun

into WIP default and Status of Solving.

*** CASE ASSIGN 11/26/02 2:59:04 PM, jswedlun

B012002-08-2201284 to ssheppar, WIP n99.F

*** CASE RULE ACTION 11/26/02 2:59:05 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 11/26/02 3:40:28 PM, ssheppar, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Case History

Case ID : B012002-08-2201284

Case Title :

LEYES ACURA- TRANSMISSION CONCERN

This customer contacted our office regarding the following issue(s):

Client's attorney, Robert Wiener, writes this letter will confirm the conversation he had w/ Shonte on 10/5/02. Client states he was told the vehicle was repaired properly and under the terms of the warranty. Client states this is not the case, client states their demand for repurchase was denied. Client states the vehicle qualifies for repurchase and the vehicle was not repaired. Client states if their demand for repurchase is not complied w/ by 11/27/02 they will proceed w/ litigation.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Shonte Sheppard
Acura Client Services

*** CASE MODIFY 11/26/02 3:40:34 PM, ssheppar
into WIP ALL NEW CASES and Status of Solving.

*** NOTES 12/10/02 10:15:36 AM, ssheppar, Action Type : Field/DSM

Spoke with Rick K., DPSM

Stated he has pulled client's service history and has reviewed the documentation. Advised DPSM that case has transferred to our HNA Law dept for further review and will be closed in this office.

*** CASE CLOSE 12/10/02 10:16:00 AM, ssheppar

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : B012002-08-2801283 Division : Acura - Auto Condition : Closed Open Date : 8/28/2002 2:56:09 PM
 Case Originator : Meagan Pendergast Sub Division : Customer Relations Status : Closed Close Date : 12/26/2002 10:34:38
 Case Owner : Meagan Pendergast Method : Phone Queue : Days Open : 120
 Point of Origin : Customer Within :
 No. of Attachments : 6

Case Title : ROADSIDE ASSISTANCE COMPLAINT

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : NORWAY, ME
 E Mail :
 Sys District / Site District :

Current Dealer Info :

Current Dealer No. / Name : 251083 / ACURA OF BOSTON
 Phone No. : 617-254-5400
 Address : 1600 SOLDIERS FIELD RD
 City / State / Zip : BRIGHTON, MA 02135
 Sys District / Site District : 05B / A05
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-08-2801283-1 /	Subcase Close	Acura TLC	Vendor Mis-handling	218	Automatic Trans	
B012002-08-2801283-2 /	Subcase Close	Product	Operation	218	Automatic Trans	

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56902A035847
 Model / Year : 3.2TL / 2002
 Model ID / Product Line : UA5692JW / B
 Miles / Hours : 24,870
 In Service Date : 9/19/01
 Months in Use : 11
 Engine Number : J32A21320063
 Originating Dealer No. / Name : 251083 / ACURA OF BOSTON
 Selling Dealer No. / Name : 251083 / ACURA OF BOSTON
 Trim : TYPSENAV
 No. of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issue Details

Issue ID : B012002-08-2801283-1 Type 1 : Acura TLC/HRCA Condition : Closed Wipbin :
 Issue Originator : Jason Stradford Type 2 : Vendor Mis-handling Status : Subcase Closed Open Date : 02/29/02 10:18:41 AM
 Issue Owner : Shonté Sheppard Queue : Close Date : 03/30/02 10:41:21 AM
 Issue Title : ACURA TLC/HRCA - VENDOR MIS-HANDLING

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Contention Code Desc : Internal Fail 2182
 Campaign Code / Desc : /
 Involved Party : Not Applicable
 Document Ref. # :
 Resolved Through : Not Applicable
 Decision In Favor Of : Not Applicable
 Resolutions : Documented Concern,
 NPS Number :

Claim Auth Info :

VIN No. : Repair Order Date :
 Dealer No. : Expiration Date :
 Claim No. : Last Updated On :
 Requested Amount : Parts Amount : \$0.00
 Reimbursement Amount : Labor Amount : \$0.00
 Maximum Claim Amount : \$0.00
 Error Codes :

Check Req Info :

VIN Type / No. :
 Engine Serial No. : Delivery Date :
 Check Requisition No. : Status :
 Division : Cost Center :
 Contention Code : Approval Date :
 Defect Code : Check No. :
 Category : Check Date :
 Primary Amount : \$0.00
 Incidental Type 1 / Amount : / \$0.00
 Incidental Type 2 / Amount : / \$0.00
 Total Amount : \$0.00
 Payee Name :
 Payee Phone No. :
 Address :
 City / State / Zip :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Issue Details

Issue ID : B012002-08-2801283-2	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Jason Stradford	Type 2 : Operation	Status : Subsidiary Close	Open Date : 8/30/02 6:42:29 AM
Issue Owner : Peter Anderson		Queue :	Close Date : 10/21/02 9:38:55 AM
Issue Title : - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision in Favor Of :

Resolutions : Updated Information ,

NPS Number :

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount :
Reimbursement Amount :	Labor Amount :
Maximum Claim Amount :	
Error Codes :	

Check Req Info :

VIN Type / No. :	US VIN / 19UUA56902A035847	Delivery Date :
Engine Serial No. :		Status : PROCESSING
Check Requisition No. :	3542	Cost Center : 6580
Division :	Acura - Auto	Approval Date : 9/19/02 1:51:28
Contention Code :	C99	Check No. : 1259956
Defect Code :	032	Check Date : 9/20/02
Category :	Regular	
Primary Amount :	\$0.00	
Incidental Type 1 / Amount Other	/ \$1,000.00	
Incidental Type 2 / Amount Not Applicable	/ \$0.00	
Total Amount :	\$1,000.00	
Payee Name :	MATHEW VENO	
Payee Phone No. :	617-923-4175	
Address :	23 JUDITH LANE APT #4	
City / State / Zip :	WALTHAM, MA 02452	

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason
06200-P7W-AB0RM	WARRANTY A/T	Warranty

Claim Auth Notes :

Case History

Case ID : B012002-08-2801283

Case Title :

ROADSIDE ASSISTANCE COMPLIANT

*** CASE CREATE 8/28/02 2:56:09 PM, mpenderg

Contact = riority = N/A, Status = Solving.

*** NOTES 8/28/02 2:56:10 PM, mpenderg, Action Type :

Client states his transmission blew out today. Client states the first reason he is calling because he initially called the Roadside Assistance and it took two hours for the tow truck to show up. Client states the tow truck came with a flat bed tow truck and was unable to tow the vehicle because the spoiler on the vehicle was in the way. Client states the tow truck driver left and said that he wasn't sure that he would be back. Client states the Roadside assistance called back and was rude to him and try to blame the problem on him for having a spoiler on the vehicle. Client states he told them that he has an OEM spoiler. Client states the Roadside assistance blatantly told him that they could not tow the truck.

Client states the dealership had to send their own tow truck company to pick up his vehicle. Client states it eventually took four hours for the vehicle to get to dealership.

Client states he was going 70 mph and the vehicle dropped into second gear, the rev-limiter came on. Client states without traction control, this would have resulted in an accident.

Client states this is a serious issue. Client states he has lost almost all confidence in anything with the Acura name. Client states the dealership put him in an RSX, and they are expected to have to wait several weeks for the replacement transmission.

Client states he is upset that Acura has not gone public with this problem and he know his is not the only case. Client states this is a safety issue.

Client states it will take a lot to restore his faith in Acura.

*** CASE MODIFY 8/28/02 3:06:44 PM, mpenderg

into WIP default and Status of Solving.

*** CASE MODIFY 8/28/02 3:07:06 PM, mpenderg

into WIP default and Status of Solving.

*** NOTES 8/28/02 3:12:44 PM, mpenderg, Action Type : Note-General

Apologized to client for his experience. Advised client the Roadside Assistance program is run through a separate company other than Acura. Advised client we have a person in the office that specifically handles all TLC concerns and problems.

Advised client in regards to the transmission failing I could open a case to see if a case manager would be able to possibly get the transmission a little sooner.

Advised client I can not guarantee any assistance, but I would open a case and have a case manager look into possible assistance. Advised client he should receive a phone call from a case manager within 2-3 days.

*** CASE ASSIGN 8/28/02 3:12:54 PM, mpenderg

B012002-08-2801283 to jstradfo, WIP □ "Ra@

*** CASE RULE ACTION 8/28/02 3:12:56 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE B012002-08-2801283-1 CREATE 8/29/02 10:18:41 AM, jstradfo

Created in WIP Default with Due Date 8/29/2002 10:18:41 AM.

*** SUBCASE B012002-08-2801283-1 DISPATCH 8/29/02 10:19:35 AM, jstradfo

from WIP default to Queue Acura TLC / Roadside.

*** CASE MODIFY 8/29/02 10:37:14 AM, jstradfo

into WIP default and Status of Solving.

*** SUBCASE B012002-08-2801283-2 CREATE 8/30/02 6:42:29 AM, jstradfo

Created in WIP Default with Due Date 8/30/2002 6:42:29 AM.

Case History

Case ID : B012002-08-2801283

Case Title

ROADSIDE ASSISTANCE COMPLIANT

*** SUBCASE B012002-08-2801283-2 NOTES 8/30/02 6:43:52 AM, jstradfo, Action Type : Call to Dealer

The dealer will upgrade the loaner later today or tomorrow. They said the transmission is on back order.

*** CASE MODIFY 8/30/02 6:43:57 AM, jstradfo

into WIP default and Status of Solving.

*** SUBCASE B012002-08-2801283-1 RULE ACTION 8/30/02 9:19:35 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE B012002-08-2801283-2 NOTES 8/30/02 11:24:33 AM, jstradfo, Action Type : Call to Customer

Left a message informing the customer the dealer would upgrade the loaner. Advised we were working to get the dealer a transmission. Asked the customer to call when she had the opportunity.

*** CASE MODIFY 8/30/02 11:24:38 AM, jstradfo

into WIP BACK ORDERED PARTS and Status of Solving.

*** SUBCASE B012002-08-2801283-1 RULE ACTION 8/31/02 9:19:35 AM, sa

Action Task - owners supvr - 48 hrs of rule Queue Escalation fired

*** SUBCASE B012002-08-2801283-1 ACCEPT 9/3/02 3:29:59 PM, sshepper

from Queue Acura TLC / Roadside to WIP ALL NEW CASES.

*** SUBCASE B012002-08-2801283-1 MODIFY 9/3/02 3:30:07 PM, sshepper

into WIP ALL NEW CASES and Status of Solving.

*** SUBCASE B012002-08-2801283-1 CLOSE 9/3/02 3:30:10 PM, sshepper

Status = Solving, Resolution Code = Instruction Given

*** NOTES 9/11/02 6:58:49 AM, jstradfo, Action Type : Call to Dealer

The dealer repaired the car and the customer picked up the car Friday.

Left a message for the customer to call.

*** CASE MODIFY 9/11/02 6:58:53 AM, jstradfo

into WIP Transmission B/O and Status of Solving.

*** CASE YANKED 9/12/02 7:56:48 AM, sshepper

Yanked by sshepper into WIPbin ALL NEW CASES.

*** SUBCASE B012002-08-2801283-1 SUBCASE REOPEN 9/12/02 7:57:04 AM, sshepper

with Condition of Open and Status of Solving.

*** CASE SUBCASE REOPEN 9/12/02 7:57:04 AM, sshepper

Number - B012002-08-2801283-1, with Condition of Open and Status of Solving.

*** CASE ASSIGN 9/12/02 7:57:23 AM, sshepper

B012002-08-2801283 to jstradfo, WIP

*** CASE RULE ACTION 9/12/02 7:57:25 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE B012002-08-2801283-1 NOTES 9/12/02 7:59:05 AM, sshepper, Action Type : Call from Customer

***NOTES LOG 08/28/02 02:56:10 PM mpenderg

Case History

Case ID : B012002-08-2801283

Case Title :

ROADSIDE ASSISTANCE COMPLIANT

Client states his transmission blew out today. Client states the first reason he is calling because he initially called the Roadside Assistance and it took two hours for the tow truck to show up. Client states the tow truck came with a flat bed tow truck and was unable to tow the vehicle because the spoiler on the vehicle was in the way. Client states the tow truck driver left and said that he wasn't sure that he would be back. Client states the Roadside assistance called back and was rude to him and try to blame the problem on him for having a spoiler on the vehicle. Client states he told them that he has an OEM spoiler. Client states the Roadside assistance blatantly told him that they could not tow the truck. Client states the dealership had to send their own tow truck company to pick up his vehicle. Client states it eventually took four hours for the vehicle to get to dealership.

*** SUBCASE B012002-08-2801283-1 NOTES 9/12/02 8:59:13 AM, sahepper, Action Type : Note-General

Sent an e-mail to CCMC:

Roadside Assistance
Contact Form

Specialist Information:

Forwarded by: ☐ Shonté SheppardDate: ☐ ☐ 09-12-02

Fax: 310-783-3535

File #: ☐ ☐ 02-08-28-283-1Priority: ☐ URGENT: ☐ NORMAL ☐ FYI

Customer Information:

Name: ☐ _____Address: ☐ _____City: ☐ WalthamState: ☐ MAZIP: ☐ _____Phone (Home): ☐ _____

Case Information:

VIN: 19UUA56902A035847

Incident Date: ☐ ☐ Call # (if applicable):

Case Type:

"800 # Concerns"

Promptness ☐ ☐ Courtesy ☐ ☐ MisinformationTrip Routing Concern ☐ ☐ X-Claim Reimbursement Assist.Other ☐ ☐ _____

Case History

Case ID : B012002-08-2801283

Case Title

ROADSIDE ASSISTANCE COMPLIANT

Vendor Concerns:

Timeliness ☐ Professionalism ☐

Damaged Vehicle

Other ☐

Case Description: ***NOTES LOG 08/28/02 02:56:10 PM mpenderg

Client states his transmission blew out today. Client states the first reason he is calling because he initially called the Roadside Assistance and it took two hours for the tow truck to show up. Client states the tow truck came with a flat bed tow truck and was unable to tow the vehicle because the spoiler on the vehicle was in the way. Client states the tow truck driver left and said that he wasn't sure that he would be back. Client states the Roadside assistance called back and was rude to him and try to blame the problem on him for having a spoiler on the vehicle. Client states he told them that he has an OEM spoiler. Client states the Roadside assistance blatantly told him that they could not tow the truck. Client states the dealership had to send their own tow truck company to pick up his vehicle. Client states it eventually took four hours for the vehicle to get to dealership. Client is seeking to be reimbursed for the towing expense he encountered.

For Damaged Vehicles Only:

New Damage: ☐ Previously Reported Damage:

Description of Damage:

*** CASE MODIFY 9/12/02 12:10:31 PM, jstradfo
into WIP default and Status of Solving.

*** NOTES 9/12/02 12:15:10 PM, jstradfo, Action Type : Call from Customer

Spoke with the customer at length regarding the vehicle and the article in the LA Times. he has grave concerns with the operation of the vehicle. He said he was in rush hour traffic cruising at 80 mph when this problem occurred. He said the car swerved and he was almost in an accident. He said there were other cars close behind that almost rear ended him. He has concerns about the durability of the car. He said he had a 7yr 100k Acura Care warranty and offered to reimburse him for it. He is faxing in his sales receipt.

He also has concerns about the Roadside service provided to him. He said the person told him they could not tow the car because the car had an after-market spoiler. The customer had told them he had the spoiler but it was OEM equipment. I told him we were looking into that issue and would follow up with him. He thanked me for the information.

*** CASE MODIFY 9/13/02 9:49:32 AM, jstradfo
into WIP default and Status of Solving.

*** CASE DISPATCH 9/13/02 9:50:58 AM, jstradfo
from WIP default to Queue Ck Req - P. Anderson.

*** NOTES 9/13/02 9:51:23 AM, jstradfo, Action Type : Note-General
Reimbursed the customer for the cost of an extended warranty.

*** CASE RULE ACTION 9/14/02 8:50:58 AM, sa

Case History

Case ID : B012002-08-2801283

Case Title :

J- ROADSIDE ASSISTANCE COMPLIANT

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 9/15/02 8:50:58 AM, sa

Action Task - owners supvr - 48 hrs of rule Queue Escalation fired

*** SUBCASE B012002-08-2801283-1 NOTES 9/18/02 10:05:34 AM, saheppar, Action Type : Note-General

Received a response from CCMC: 9-16-02

To: "Shonte Sheppard@ahm.honda.com" <Shonte_Sheppard@ahm.honda.com>

cc:

Subject: RE:

Good Afternoon/Morning,

I spoke with _____ and apologized for the fact that we could not get him service due to the height of his car. I explained that the tow facility felt better off not towing it rather than risking damage to his vehicle. He understood. The customer mentioned that the dealer paid for the service and will be taking care of it. Please advise if there is anything I can do at this point.

Thanks

*** NOTES 9/18/02 10:21:32 AM, mpenderg, Action Type : Call from Customer

Client states he went to the dealership and now he is being told that he needs another transmission. Client states he doesn't feel safe in this vehicle anymore. Client states he doesn't know what he is keeping him from getting rid of this vehicle. Client states he doesn't foresee himself keeping this car. Client states he has had some serious offers from BMW and Nissan for trading in the vehicle. Client states he would like to know what Acura is going to do to keep him from getting a new car.

*** NOTES 9/18/02 12:55:16 PM, jstradfo, Action Type : Call to Dealer

There is a minor noise. The shop foreman rode with the customer to verify the problem. The dealer ordered a new transmission. He is 128th on the list as of today.

*** NOTES 9/18/02 1:34:06 PM, jstradfo, Action Type : Note-General

To: "Jason Stradford/AHM/AM/HONDA@HONDAAM

cc:

Subject: RE:

Hey Jason, Sorry for the delayed response but just so you know this is the reply I received from Roadside. This case is also being reviewed by Erik and their MQMT to determine why this happened to prevent future occurrences. I'll keep you in the loop on the next reply if anything changes.

----- Forwarded by Shonte Sheppard/AHM/AM/HONDA on 09/18/2002 10:01 AM -----

To: "Shonte Sheppard@ahm.honda.com" <Shonte_Sheppard@ahm.honda.com>

cc:

Subject: RE:

Good Afternoon/Morning,

I spoke with _____ and apologized for the fact that we could not get him service due to the height of his car. I explained that the tow facility felt better off not towing it rather than risking damage to his vehicle. He understood. The customer mentioned that the dealer paid for the service and will be taking care of it. Please advise if there is anything I can do at this point.

Case History

Case ID : B012002-08-2801283

Case Title :

J- ROADSIDE ASSISTANCE COMPLIANT

Thanks

Christopher Small
Incident Manager/Customer Care Specialist
phone: (800) 833-5500 ext. 3042
fax: (443) 785-2285

*** NOTES 9/18/02 2:31:58 PM, jstradfo, Action Type : Call to Customer

Spoke with the customer. He said he heard the whine from the time he picked up the car. He went on the internet. There was an article that stated a whine precedes a failure. The dealer acknowledged the noise and determined the need to replace the transmission. The customer said he has lost all confidence in the car and said he is contemplating trading the car for another manufacturers product. The customer asked about the Lemon Law. I told him we would comply with lemon law if they determined we should trade or repurchase his car. The customer feels that Acura should write a letter to those 16k people that have experienced this problem. I told him i would pass on his comments.

*** SUBCASE B012002-08-2801283-2 NOTES 9/19/02 1:31:28 PM, panderso, Action Type :

Check Requisition for 1,000.00 \$ submitted

Check Requisition for 1,000.00 \$ submitted by panderso

*** CASE ACCEPT 9/19/02 1:31:39 PM, panderso

from Queue Ck Req - P. Anderson to WIP Check Requisition.

*** SUBCASE B012002-08-2801283-2 COMMIT 9/23/02 8:04:02 AM, jstradfo, Action Type : External Commitment

*** NOTES 9/24/02 6:28:06 AM, jstradfo, Action Type : Note-General

Received the check and sent to the customer.

*** CASE RULE ACTION 9/25/02 1:56:09 PM, sa

Action owner - 30 days of rule Case Closure fired

*** SUBCASE B012002-08-2801283-1 NOTES 9/30/02 10:40:29 AM, sheppar, Action Type : Letter/Fax

Sent Client a response letter.

September 30, 2002

Waltham, MA

Re: □2002 Acura 3.2TL
VIN: □19UUA56902A035847
File #: □02-08-28-283

Dear

Case History

Case ID : B012002-08-2801283

Case Title :

ROADSIDE ASSISTANCE COMPLAINT

This letter is in response to your call to the Acura Client Services office. Thank you for the opportunity to respond to your concerns.

The Acura Client Services office is set up to review individual client concerns on a case-by-case basis. We regret to learn of the difficulties you have experienced with Acura's Roadside Assistance program.

It is our understanding that a representative of the Acura Roadside Assistance program has addressed your concerns. We apologize for the frustration and inconvenience involved with this matter. Please know that we will continue to evaluate our program to ensure similar incidents do not happen in the future. The Acura Client Services office can be reached at 800-382-2238.

Thank you for allowing us to respond.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Shonté Sheppard
Acura Client Services

*** SUBCASE B012002-08-2801283-1 CLOSE 9/30/02 10:41:21 AM, sshepper

Status = Solving, Resolution Code = Instruction Given

*** CASE RULE ACTION 10/9/02 1:56:09 PM, sa

Action owners supvr - 45 days of rule Case Closure fired

*** SUBCASE B012002-08-2801283-2 YANKED 10/21/02 9:38:32 AM, panderso

Yanked by panderso into WIPbin default.

*** CASE MODIFY 10/21/02 9:38:48 AM, panderso

into WIP Check Requisition and Status of Solving.

*** SUBCASE B012002-08-2801283-2 CLOSE 10/21/02 9:38:55 AM, panderso

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/21/02 9:38:55 AM, panderso

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/8/02 2:33:31 PM, jstradfo

with Condition of Open and Status of Solving.

*** NOTES 11/8/02 2:34:45 PM, jstradfo, Action Type : Call to Customer

Spoke with the customer. He wanted to know what his options are at this point. I advised him i would check with the dealer on Monday and follow up with him.

*** CASE MODIFY 11/8/02 2:34:48 PM, jstradfo

into WIP default and Status of Solving.

Case History

- ROADSIDE ASSISTANCE COMPLIANT

Case ID : B012002-08-2801283

Case Title

*** NOTES 11/11/02 9:18:49 AM, jstradfo, Action Type : Call to Dealer
The dealer has confirmed that the transmission needs to be replaced again.

*** NOTES 11/11/02 9:22:59 AM, jstradfo, Action Type : Field/DSM
phone mail the dpm, Dan Johnson.

*** CASE MODIFY 11/11/02 9:23:02 AM, jstradfo
into WIP default and Status of Solving.

*** NOTES 11/11/02 2:25:01 PM, jstradfo, Action Type : Call to Customer
Spoke with the customer. Advised the customer the rep in the area was in a national meeting. I advised him it would take me some time to work on his request. He said he understood.

*** CASE MODIFY 11/11/02 2:25:06 PM, jstradfo
into WIP default and Status of Solving.

*** NOTES 11/19/02 9:06:36 AM, jstradfo, Action Type : Field/DSM
Dan Johnson, Pete Cronin, and myself were on a conference call. They are going to trade the customer into another vehicle. Dan Johnson is going to be at the dealer on Thursday. Pete Cronin said he would call the customer to discuss with the customer.

*** CASE MODIFY 11/19/02 9:06:42 AM, jstradfo
into WIP default and Status of Solving.

*** NOTES 11/27/02 8:40:19 AM, jstradfo, Action Type : Note-General
Mitigation has this case now.


*** CASE CLOSE 11/27/02 8:40:33 AM, jstradfo
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 12/26/02 10:29:58 AM, mpenderg
with Condition of Open and Status of Solving.

*** NOTES 12/26/02 10:33:55 AM, mpenderg, Action Type : Note-General
Received letter from client sent in with a customer service satisfaction survey. Client states he is unhappy with the towing services. Client states he feels that Roadside assistance can/will not tow his vehicle if he suffers from anything to cause his vehicle to be immobilized. Client states he received a letter stating that the issue was resolved, but he doesn't know how that assumption came to be. Client states he has lost confidence in Acura's Roadside assistance.

*** CASE MODIFY 12/26/02 10:34:16 AM, mpenderg
into WIP Acura and Status of Solving.

*** CASE CLOSE 12/26/02 10:34:38 AM, mpenderg
Status = Closed, Resolution Code = Instruction Given, State = Open

 U.S. Department of Transportation National Highway Traffic Safety Administration	Auto Safety Hotline Vehicle Owner's Questionnaire NATIONWIDE 1-800-424-8393 DC METRO AREA (202) 368-0123 INTERNET: http://www.nhtsa.dot.gov	FOR AGENCY USE ONLY 258	
		Date Received 28-AUG-2002	Ed_or rt_dt ed_dt ip_dt Reference No. 706385
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. Signature of Owner _____ Date _____			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) <small>(Located at bottom of dashboard on driver's side)</small> 19UJA56902A035847	Vehicle Make ACURA	Vehicle Model TL	Vehicle Year 2002 Current Odometer Reading
Purchase Date 01-SEP-2001 <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/COL) 3.2 L No Cylinders _____ <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	AntiLock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> Passenger's Side Airbag <input type="checkbox"/> Motorized 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Utility Truck <input type="checkbox"/> Motorcycle Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC		Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 1	Date(s) of Failure(s) 28-AUG-2002 Mileage at Failure(s) 24870 Vehicle Speed at Failure(s) 70		Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)			
Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0
Estimated Property Damage		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
NEAR ACCIDENT BECAUSE AT HIGH SPEED CAR DROPPED INTO 2ND GEAR CAUSING LOSS OF CONTROL. VERY SCARY!!			
CONTINUE ON BACK IF NEEDED			
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

Tech Line Contact Report

Tech Ref: 1018900	Created By: GREGF	Date Created: 08/29/2002	Last Edited By: TIMJ
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Code: Original Complaint:
2511 BANGS 1-2, 2-3

Probable Cause; Solution:
REMAN A/T ORDERED 8/29/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 24760

<p>Dealer #: 251083</p> <p>Dir Code: KENNY TZ: 3</p> <p>City: PH: (617) 284-5400</p> <p>State Mgr: TERRY MCGORMACK</p> <p>Address: AGURA ON BOSTON 1800 SOLDIERS FIELD RD BRIGHTON, MA 02185</p> <p>Phone: 617-284-8400 Fax #: (617) 282-7016</p> <p>Person Name: DAN JOHNSON Zone/Dist: 05/15</p> <p>Phone: (310) 781-8799 - 15902</p>	<p>VIN: 19UUA56902A035847 Err:</p> <p>Year: 2002 Model: 3.3T</p> <p>Trans: 5AT Tran/Grade: 7TFSNAV</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILLE Country: USA</p> <p>Desc: 3.3T 4DR TYPE-S NAVI 6CYL 2800HRS2L</p> <p>Acc: P/S, SUN ROOF, ABS, AIR BAG, USA</p> <p>Engine #: Thru:</p> <p>Ent Type: W.O.F. Parts Req #</p>
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Tech Line Suggests

Information from Dealer

08/29/02 10:51:15 GREGF:----->REMAN A/T ORDERED 8/29/02

----->BANGS 1-2, 2-3.

10/25/02 07:32:10 TIMJ:----->JOE WOBHIN

----->TRANS WAS SHIPPED, BUT WE HAVN'T RECEIVED IT.

----->THEY ARE LOOKING UP THE SHIPPING INFO.

10/25/02 08:09:19 TIMJ:----->JOE WOBHIN WOULD LIKE SHIPPING INFO FAXED

----->TO 937 843 1974.

WARRANTY INFO FOR THIS TRANS.

251083 288800 19UUA56902A035847 020912 1A 218102 06200-P7W-A80 510 2078.72

10/25/02 09:32:42 TIMJ:----- (call back) ----->BRUCE (PARTS MANAGER) IS NOT HERE NOW.

PLEASE HAVE HIM CALL ME BACK AND LEAVE A MSG

IF I AM NOT AT MY DESK.

Case Details

Case ID : B012002-09-1001137 Division : Acura - Auto Condition : Closed Open Date : 9/10/2002 11:49:25
 Case Originator : Allan Bayness Sub Division : Customer Relations Status : Closed Close Date : 9/26/2002 8:47:56 AM
 Case Owner : Jason Cox Method : Phone Queue : Days Open : 16
 Point of Origin : Customer Wipbln :
 Case Title : SUBMISSION No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : RANCHO SANTA MARGARITA, CA
 E Mail :
 Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 261490 / METRO ACURA
 Phone No. : 909-626-6000
 Address : 9377 AUTOPLEX DRIVE
 City / State / Zip : MONTCLAIR, CA 91763
 Svc District / Sls District : 01C / B01
 Warranty Labor Rate / Date : \$71.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-09-1001137-1 /	PRO	Subcase Close Product	Operation	218	Automatic Trans	

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA42521A030209
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4251FNW / B
 Miles / Hours : 25,000
 In Service Date : 10/27/01
 Months In Use : 11
 Engine Number : J32A13011761
 Originating Dealer No. / Name : 251059 / CERRITOS ACURA
 Selling Dealer No. / Name : 251232 / THOMAS ACURA
 Trim : CL NAVI
 No. of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SI.
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issue Details

Issue ID : B012002-09-1001591	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Jason Cox	Type 2 : Operation	Status : Subcase Close	Open Date : 9/16/02 3:36:33 PM
Issue Owner : Jason Cox		Queue :	Close Date : 9/26/02 8:46:24 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Repaired/Warranty,

NPS Number :

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount : \$0.00
Reimbursement Amount :	Labor Amount : \$0.00
Maximum Claim Amount : \$0.00	
Error Codes :	

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount : \$0.00

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

/ \$0.00

/ \$0.00

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	SO Reason
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Claim Auth Notes :

Case History

Case ID : B012002-09-1001137

Case Title

TRANSMISSION

*** CASE CREATE 9/10/02 11:49:25 AM, abaynosa

Contact = MICHAEL LEAKE, Priority = N/A, Status = Solving.

*** NOTES 9/10/02 11:49:26 AM, abaynosa, Action Type :

Client stated that he previously brought car in for transmission concerns a few mos. ago, no repairs made. Client stated that yesterday he was on freeway when transmission downshifted at 60 mph and caused car to skid on fwy. Client stated no one hit him and luckily he was 2 mi. from Metro Acura. Client stated that he was informed by SA - Bob that transmission would be on b/o and it would take approx. 1 mo. to repair. Client stated that he is also unhappy w/ rental, a Mercury Sable. Client stated that dealer has been helpful and upfront w/ issue at hand.

Client stated he does not feel safe w/ this vehicle and is requesting his lease be terminated. Client stated that he pays \$700/mo. and car is currently over 15k mi. agreement by 10k mi. Client feels AHM should end lease and he would be willing to pay the over mileage of 10k.

Client stated he has consulted an attorney and if his demands are not met he will follow through w/ attorney and lemon law.

*** NOTES 9/10/02 11:51:26 AM, abaynosa, Action Type : Call from Customer

Advised client we could look into seeing if trans. could be expedited or not but as far as trading out car/ending lease this office could not offer assistance on this matter. Client is clearly unhappy w/ this. Advised client 2-3 bus. days for review.

*** CASE MODIFY 9/10/02 11:51:28 AM, abaynosa

into WIP NEW FILES and Status of Solving.

*** CASE MODIFY 9/10/02 11:54:53 AM, abaynosa

into WIP NEW FILES and Status of Solving.

*** CASE MODIFY 9/10/02 11:54:54 AM, abaynosa

into WIP NEW FILES and Status of Solving.

*** CASE ASSIGN 9/10/02 11:55:00 AM, abaynosa

B012002-09-1001137 to jcox, WIP /

*** CASE RULE ACTION 9/10/02 11:55:01 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 9/16/02 3:36:15 PM, jcox, Action Type :

*** NOTES 9/16/02 3:36:27 PM, jcox, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Client stated that he previously brought car in for transmission concerns a few mos. ago, no repairs made. Client stated that yesterday he was on freeway when transmission downshifted at 60 mph and caused car to skid on fwy. Client stated no one hit him and luckily he was 2 mi. from Metro Acura. Client stated that he was informed by SA - Bob that transmission would be on b/o and it would take approx. 1 mo. to repair. Client stated that he is also unhappy w/ rental, a Mercury Sable. Client stated that dealer has been helpful and upfront w/ issue at hand.

Client stated he does not feel safe w/ this vehicle and is requesting his lease be terminated. Client stated that he pays \$700/mo. and car is currently over 15k mi. agreement by 10k mi. Client feels AHM should end lease and he would be willing to pay the over mileage of 10k.

Case History

Case ID : B012002-09-1001137

Case Title

- TRANSMISSION

Client stated he has consulted an attorney and if his demands are not met he will follow through w/ attorney and lemon law.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Jason Cox
Acura Client Services

*** SUBCASE B012002-09-1001137-1 CREATE 9/16/02 3:36:33 PM, jcox

Created in WIP Default with Due Date 9/16/2002 3:36:33 PM.

*** CASE FULFILL 9/16/02 3:36:49 PM, jcox

Fulfilled for due 09/19/02 03:36:16 PM.

*** COMMIT 9/16/02 3:36:51 PM, jcox, Action Type : N/A

*** CASE MODIFY 9/16/02 3:41:15 PM, jcox

into WIP default and Status of Solving.

*** NOTES 9/17/02 8:52:04 AM, jcox, Action Type : Note-General

Client shows to be 22nd on the list. Will seek to have the transmission bumped up on the list.

*** CASE MODIFY 9/17/02 8:52:12 AM, jcox

into WIP District 1C and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/17/02 2:51:31 PM, jcox

CAMPAIGN CHECK 09/17/02 02:51:31 PM jcox

No data found For VIN

*** CASE CLAIMS LOOKUP 9/17/02 2:52:24 PM, jcox

CLAIM CHECK 09/17/02 02:52:24 PM jcox

The following Claim History information was found

0; 2002-08-07; 672603; 24615; 27.60; 99.40; 0; 410820 ; 45022-S0K-A11 ; 251490

0; 2002-08-07; 672601; 24615; 48.00; 71.00; 0; 744160 ; 72250-S3M-A01 ; 25

*** NOTES 9/17/02 3:13:35 PM, jcox, Action Type : Call to Customer

Spoke to client. Client states he is not interested in receiving his vehicle back. Client states he doesn't want to mince words or argue with me. Client states he is only interested in one thing, getting out of this vehicle. Client states he does not feel safe in the vehicle and will not accept another transmission that is rebuilt to be put into his vehicle. Client states he knows what we are capable of and says he will pay the difference of the over mileage but he wants out of this lease. Client states he is not upset at Acura and is willing to purchase other Acura's in the future but not until the transmissions are fixed. Client states that he is only interested in speaking about this if it means getting him out of his vehicle. Client states if we don't get him out of this vehicle he will force us to get him out of his vehicle through an attorney. Client states that this will be more costly for both him and us and he will win. Client states that if this happens then he will never buy another Honda or Acura product for the rest of his life. I advised client our job under the warranty of his vehicle according to the terms and conditions is to repair his vehicle and that is what we intend to do. I advised client I would look into the possibility of getting him out of his vehicle but I could make no guarantees. Advised client I would contact him by Thursday at the latest.

*** NOTES 9/17/02 3:14:10 PM, jcox, Action Type : Field/DSM

Left message for DPSM requesting input on this matter. Requested call back.

Case History

Case ID : B012002-09-1001137

Case Title

TRANSMISSION

*** CASE FULFILL 9/17/02 3:14:17 PM, jcox

Fulfilled for MICHAEL LEAKE due 09/17/02 01:00:00 PM.

*** COMMIT 9/17/02 3:14:19 PM, jcox, Action Type : N/A

*** CASE MODIFY 9/17/02 3:14:33 PM, jcox

into WIP District 1C and Status of Solving.

*** NOTES 9/17/02 3:52:46 PM, jcox, Action Type : Field/DSM

Spoke to DPSM, Bill. Bill said that I should speak to mediation. Bill said he will talk to the GM about the client's wife giving him information on the status of the backorder. Bill said if mediation wants to buy the client out then we should go through with it but he doesn't believe the client has a case. Bill suggested that we do our best to get this client moved up to limit the days down so that when he does go to his lawyer then our case will be stronger.

*** CASE FULFILL 9/17/02 3:52:53 PM, jcox

Fulfilled for : due 09/17/02 04:00:00 PM.

*** COMMIT 9/17/02 3:52:54 PM, jcox, Action Type : N/A

*** CASE MODIFY 9/17/02 3:53:20 PM, jcox

into WIP District 1C and Status of Solving.

*** CASE MODIFY 9/17/02 3:53:37 PM, jcox

into WIP District 1C and Status of Solving.

*** CASE MODIFY COMMITMENT 9/17/02 4:24:08 PM, jcox

with MICHAEL LEAKE due 09/18/02 10:15:00 AM.

*** CASE MODIFY COMMITMENT 9/17/02 5:00:07 PM, jcox

with MICHAEL LEAKE due 09/18/02 09:00:00 AM.

*** CASE MODIFY COMMITMENT 9/18/02 9:28:03 AM, jcox

with MICHAEL LEAKE due 09/18/02 01:00:00 PM.

*** NOTES 9/18/02 10:15:42 AM, jcox, Action Type : Field/DSM

DPSM said the client has been out of work for 3 weeks and his wife is out due to a minor surgery. Bill said that he spoke the Jim, the GSM at Metro Acura and was told that he told the client to bring the car to his dealership. Bill said that Jim will be talking with the client about this situation but we should do everything we can to help out with getting the transmission shipped and the vehicle fixed.

*** CASE MODIFY 9/18/02 10:15:46 AM, jcox

into WIP District 1C and Status of Solving.

*** NOTES 9/18/02 11:31:46 AM, jcox, Action Type : Note-General

Tom Schmelling, Asst. Mgr., advised that the transmission has been moved to the top of the list. Tom said that it will be the next to ship out.

*** CASE FULFILL 9/18/02 11:31:53 AM, jcox

Fulfilled for : due 09/18/02 01:00:00 PM.

*** COMMIT 9/18/02 11:31:54 AM, jcox, Action Type : N/A

*** CASE MODIFY 9/18/02 11:32:12 AM, jcox

into WIP District 1C and Status of Solving.

Case History

Case ID : B012002-09-1001137

Case Title :

- TRANSMISSION

*** NOTES 9/19/02 3:45:31 PM, jcox, Action Type : Note-General

Spoke to Tom Schmelling. Tom said the transmission may have been looked over. Tom said I should have EJ call on this in the morning. Left message for EJ requesting he call reman to have the order bumped to the front.

*** CASE MODIFY 9/19/02 4:28:46 PM, jcox

into WIP District 1C and Status of Solving.

*** NOTES 9/19/02 4:28:58 PM, jcox, Action Type : Call to Customer

Left message for client requesting call back.

*** CASE FULFILL 9/19/02 4:29:14 PM, jcox

Fulfilled for due 09/19/02 09:45:00 AM.

*** COMMIT 9/19/02 4:29:16 PM, jcox, Action Type : N/A

*** CASE MODIFY 9/19/02 4:29:47 PM, jcox

into WIP District 1C and Status of Solving.

*** NOTES 9/20/02 2:34:45 PM, jcox, Action Type : Note-General

EJ said that the transmission had been moved up on the list it just didn't show up on the list. EJ said the transmission will ship out soon.

*** NOTES 9/20/02 2:38:35 PM, jcox, Action Type : Call to Customer

Spoke to client. Advised client that we have moved his transmission up on his vehicle. Advised client that his transmission will be the next one to be sent out. Client states he does not want this vehicle. I advised client we would not be able to get him out of his vehicle. Advised it is the manufacturer's responsibility to fix his vehicle under the terms of the warranty. Client states he will take this to a lawyer and he will see us in court.

*** CASE FULFILL 9/20/02 2:38:40 PM, jcox

Fulfilled for due 09/20/02 11:00:00 AM.

*** COMMIT 9/20/02 2:38:42 PM, jcox, Action Type : N/A

*** CASE MODIFY 9/20/02 2:39:09 PM, jcox

into WIP District 1C and Status of Solving.

*** NOTES 9/24/02 10:12:41 AM, jcox, Action Type : Call to Dealer

Spoke to Bob in service. Bob says the transmission has not come in yet.

*** CASE FULFILL 9/24/02 10:12:46 AM, jcox

Fulfilled for due 09/24/02 09:30:00 AM.

*** COMMIT 9/24/02 10:12:48 AM, jcox, Action Type : N/A

*** CASE MODIFY 9/24/02 10:13:05 AM, jcox

into WIP District 1C and Status of Solving.

*** NOTES 9/26/02 8:45:40 AM, jcox, Action Type : Call to Dealer

Spoke to Bob in service. Bob says the transmission has been repaired and the vehicle is ready to be picked up.

*** SUBCASE B012002-09-1001137-1 CLOSE 9/26/02 8:46:24 AM, jcox

Status = Solving, Resolution Code = Instruction Given

*** NOTES 9/26/02 8:46:48 AM, jcox, Action Type : Note-Resolution

Documented concern....vehicle repaired...closing case.

Case History

Case ID : B012002-09-1001137

Case Title

- TRANSMISSION

*** CASE CLOSE 9/26/02 8:47:56 AM, jcox

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 10/8/02 10:49:26 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 10/22/02 10:49:25 AM, sa

Action owners super - 45 days of rule Case Closure fired

Tech Line Contact Report

T/L Ref #: 1097073	Created By: GREGF	Date Created: 09/09/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 DWNSHFTS TO 1ST ON HWY

Probable Cause; Solution:
REMAN A/T ORDERED 9/9/02

Alt Codes:

Status:

KB Source: **Title/Subject:** **Mileage:** 26028

<p>Dealer #: 251490</p> <p>Dir Cont: MIKE TZ: 0</p> <p>Serv. Ph: (909) 628-8000</p> <p>Serv Mgr:</p> <p>Dir Name: METRO ACURA 9377 AUTOPLEX DRIVE MONTCLAIR, CA 91763-</p> <p>Phone: 909-628-8000 Fax #: (909) 624-4598</p> <p>DSM Name: BILL NOTTBUSCH Zone/Dist: 01 / C</p> <p>Phone: (310) 781-6799 - 15993</p>	<p>VIN: 19UYA42521A030209 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trim/Grade: CL NAVI</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2CL 2DR NAVI 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Transf:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

09/09/02 16:54:06 GREGF:----->REMAN A/T ORDERED 9/9/02
----->DWNSHFTS TO 1ST ON HWY.

Case Details

Case ID : B012002-09-1700674 Division : ACURA - ASIO Condition : Closed Open Date : 9/17/2002 9:25:19 AM
 Case Originator : Matt Hunter Sub Division : Customer Relations Status : Closed Close Date : 9/17/2002 9:30:10 AM
 Case Owner : Matt Hunter Method : Phone Queue : Days Open : 8
 Point of Origin : Customer Wipbin :
 No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No :
 Cell / Pager No. :
 Fax No. :
 Address : 8364 GARDEN GATE PL
 City / State / Zip : BOCA RATON, FL 33432
 E Mail :
 Svc District / Site District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56812A001780
 Model / Year : 3.2TL / 2002
 Model ID / Product Line : UA5682JW / B
 Miles / Hours : 26,000
 In Service Date : 4/3/01
 Months In Use : 17
 Engine Number : J32A21301330
 Originating Dealer No. / Name : 251128 / ACURA OF SOUTH FLORIDA
 Selling Dealer No. / Name : 251128 / ACURA OF SOUTH FLORIDA
 Trim : TYPE-S
 No. of Doors : 4
 Transmission Code : SAT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Site District : /
 Warranty Labor Rate / Date : \$0.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-09-1700674-1	Subcase Close Product	Operation	218	Automatic Trans	

Issue Details

Issue ID : B012002-09-1700678-1	Type 1 : Product	Condition : Closed	Within :
Issue Originator : Matt Hunter	Type 2 : Operation	Status : Subcase Close	Open Date : 9/17/02 9:29:51 AM
Issue Owner : Matt Hunter		Queue :	Close Date : 9/17/02 9:30:06 AM
Issue Title :	Internal Fall 2182		

Coding Info :

Labor Code / Desc : 218 / Internal Fall

Condition Code Desc : Internal Fall 2182

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Documented Concern,

NPS Number :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount \$0.00

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount : \$0.00

Labor Amount : \$0.00

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount : \$0.00

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

/ \$0.00

/ \$0.00

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.

Part Description

BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-09-1700674

Case Title

*** CASE CREATE 9/17/02 9:25:19 AM, mhunter

Contact = , Priority = N/A, Status = Solving.

*** NOTES 9/17/02 9:25:19 AM, mhunter, Action Type :

Client states the transmission has failed for the second time. Client alleges this time it almost killed him. Client alleges he was on the 95 freeway and going 55, the transmission made a boom, and then downshifted to second. Client states he does not want the car any more. Client states the vehicle has been at the dealership since Wednesday. Client states the first time the transmission failed was at 8900 miles. Client states he is not going to pick up the vehicle and would like the vehicle bought back.

*** NOTES 9/17/02 9:26:13 AM, mhunter, Action Type : Call from Customer

Advised client Acura's obligation is to repair the vehicle. Advised client Acura will not assist buying the vehicle back.

*** NOTES 9/17/02 9:26:36 AM, mhunter, Action Type : Call from Customer

Client states he is not interested in having the vehicle repaired.

*** NOTES 9/17/02 9:29:45 AM, mhunter, Action Type : Call from Customer

Advised client he may consult his warranty booklet if he is interested in seeking a third party ruling on the vehicle.

Client states he will use the procedure outlined in the warranty booklet.

Advised client if he is interested in repairing the vehicle, Acura will work with him to come to a mutual resolution.

Client states he will pursue having the vehicle bought back.

Closing Case.

*** SUBCASE B012002-09-1700674-1 CREATE 9/17/02 9:29:51 AM, mhunter

Created in WIP Default with Due Date 9/17/2002 9:29:51 AM.

*** SUBCASE B012002-09-1700674-1 CLOSE 9/17/02 9:30:06 AM, mhunter

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/17/02 9:30:07 AM, mhunter

into WIP New Cases and Status of Solving.

*** CASE CLOSE 9/17/02 9:30:10 AM, mhunter

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 10/15/02 8:25:19 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 10/29/02 9:25:20 AM, sa

Action owners super - 45 days of rule Case Closure fired

Case Details

Case ID: B012002-09-1600423 Division: Acura - Audio Condition: Closed
 Case Originator: Allan Baynosa Sub Division: Customer Relations Status: Closed
 Case Owner: Man Phan Method: Phone Queue: Days Open: 10
 Point of Origin: Customer Vupbin:
 Case Title: TRANSMISSION ASAP No. of Attachments: 1

Site / Contact Info:

Site Name:
 Dealer No.:
 Site Phone No.:
 Contact Name:
 Day Phone No.:
 Evening Phone No.:
 Cell / Pager No.:
 Fax No.:
 Address:
 City / State / Zip: ROCKAWAY, NJ
 E Mail:
 Svc District / Site District: /

Product Info:

Unit Owner:
 VIN Type / No.: US VIN / 19JUA56711A012384
 Model / Year: 3.2TL / 2001
 Model ID / Product Line: UA5671JTW / B
 Miles / Hours: 38,020
 In Service Date: 11/6/00
 Months In Use: 22
 Engine Number: J32A13413479
 Originating Dealer No. / Name: 251461 / PARK AVE ACURA
 Selling Dealer No. / Name: 251298 / ACURA OF DENVER
 Trim: TL NAVI
 No. of Doors: 4
 Transmission Code: SAT
 Exterior Color: BX
 Roadside Service Coverage:
 Factory Warranty Start / End Date:
 Factory Warranty Cancellation Date:
 Extended Warranty Contract No.:
 Extended Warranty Start / End Date:
 Extended Warranty Cancellation Date:
 Terms (Miles / Months):

Current Dealer Info:

Current Dealer No. / Name: 251298 / ACURA OF DENVER
 Phone No.: 973-361-2626
 Address: 3109 ROUTE 10 EAST
 City / State / Zip: DENVER, NJ 07834
 Svc District / Site District: 02B / A02
 Warranty Labor Rate / Date: \$80.00 /
 Agent Name:

Previous Dealers Info:

Dealer #	Dealer Name	Agent Name	Review Ind.

3rd Party Info:

Party 1: Not Applicable Party 3: Not Applicable
 Party 2: Not Applicable Party 4: Not Applicable

Issues:

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-09-1600423-1 /	-PROD	Subcase Close	Product	Operation	218 Automatic Trans	

Issue Details

Issue ID: B012002-09-1600423-1	Type 1: Product	Condition: Closed	Wipbin:
Issue Originator: Man Phan	Type 2: Exception	Status: Subcase Close	Open Date: 9/16/02 2:13:29 PM
Issue Owner: Man Phan		Queue:	Close Date: 9/19/02 1:05:06 AM
Issue Title: PRODUCT DEFECT			

Coding Info:

Label Code / Error: 218 / Automatic Trans
Condition Code Desc: Internal Fail 2182
Campaign Code / Desc: /
Involved Party:
Document Ref. #:
Resolved Through:
Decision in Favor Of:
Resolutions: Agent - AHM 100%,
NPS Number:

Check Req Info:

VIN Type / No.:	Delivery Date:
Engine Serial No.:	Status:
Check Requisition No.:	Cost Center:
Division:	Approval Date:
Contention Code:	Check No.:
Defect Code:	Check Date:
Category:	
Primary Amount: \$0.00	
Incidental Type 1 / Amount: / \$0.00	
Incidental Type 2 / Amount: / \$0.00	
Total Amount: \$0.00	
Payee Name:	
Payee Phone No.:	
Address:	
City / State / Zip:	

Claim Auth Info:

VIN No.:	Repair Order Date:
Dealer No.:	Expiration Date:
Claim No.:	Last Updated On:
Requested Amount:	Parts Amount: \$0.00
Reimbursement Amount:	Labor Amount: \$0.00
Maximum Claim Amount: \$0.00	
Effort Codes:	

Solution / Linked Resolution Info:

Solution ID:	Resolution Title:
Solution Title:	

Parts Info:

Part No.	Part Description	BO Reason

Claim Auth Notes:

Case ID : B012002-09-1600423

Case Title

- TRANSMISSION ASAP

*** CASE CREATE 9/16/02 8:07:28 AM, abaynosa

Contact = Priority = N/A, Status = Solving.

*** NOTES 9/16/02 8:07:28 AM, abaynosa, Action Type :

Client stated last week his transmission went out and dealer replaced it. Client stated that 2 days later he was driving and the car downshifted from 5-2 and transmission blew out transmission and caused the tires to lock up. Client stated that this did not result in an accident. Client stated that the car was brought back to dealer. Client stated he has been working w/ Acura of Denville, service - Ron and Joe, which have been helpful.

Client stated that when car was brought back to dealer this past Friday 9/13 he met w/ DPSM - Steve Sabatini and addressed his concerns and requests. Client does not want car and requested he be taken out of his lease. Client stated that he would get into another Acura product w/ a manual transmission. Client stated he does not trust the auto. transmission after these 2 failures. Client stated that DPSM has not got back w/ him yet.

*** NOTES 9/16/02 8:10:24 AM, abaynosa, Action Type : Call from Customer

Advised client 2-3 bus. days. Client stated by that time the trans. will be replaced and he does not want vehicle back. Advised client case manager works in conjunction w/ DPSM and information would have to be reviewed further. Client requested to speak w/ case manager. Advised w/o reviewal no decision could be made. Client understands this. Advised I would document his request for this case to be expedited but advised no guarantees.

*** CASE MODIFY 9/16/02 8:10:42 AM, abaynosa

into WIP NEW FILES and Status of Solving.

*** CASE MODIFY 9/16/02 8:10:50 AM, abaynosa

into WIP NEW FILES and Status of Solving.

*** NOTES 9/16/02 8:11:38 AM, abaynosa, Action Type : Call from Customer

Client stated cell # is best to call 973 670-5414.

*** CASE MODIFY 9/16/02 8:11:58 AM, abaynosa

into WIP NEW FILES and Status of Solving.

*** CASE ASSIGN 9/16/02 8:12:05 AM, abaynosa

B012002-09-1600423 to mphan, WIP 5 1/4 - 6 1/4 - 7 1/4 - 8 1/4 - 9 1/4 - 10 1/4 - 11 1/4 - 12 1/4 - 13 1/4 - 14 1/4 - 15 1/4 - 16 1/4 - 17 1/4 - 18 1/4 - 19 1/4 - 20 1/4 - 21 1/4 - 22 1/4 - 23 1/4 - 24 1/4 - 25 1/4 - 26 1/4 - 27 1/4 - 28 1/4 - 29 1/4 - 30 1/4 - 31 1/4 - 32 1/4 - 33 1/4 - 34 1/4 - 35 1/4 - 36 1/4 - 37 1/4 - 38 1/4 - 39 1/4 - 40 1/4 - 41 1/4 - 42 1/4 - 43 1/4 - 44 1/4 - 45 1/4 - 46 1/4 - 47 1/4 - 48 1/4 - 49 1/4 - 50 1/4 - 51 1/4 - 52 1/4 - 53 1/4 - 54 1/4 - 55 1/4 - 56 1/4 - 57 1/4 - 58 1/4 - 59 1/4 - 60 1/4 - 61 1/4 - 62 1/4 - 63 1/4 - 64 1/4 - 65 1/4 - 66 1/4 - 67 1/4 - 68 1/4 - 69 1/4 - 70 1/4 - 71 1/4 - 72 1/4 - 73 1/4 - 74 1/4 - 75 1/4 - 76 1/4 - 77 1/4 - 78 1/4 - 79 1/4 - 80 1/4 - 81 1/4 - 82 1/4 - 83 1/4 - 84 1/4 - 85 1/4 - 86 1/4 - 87 1/4 - 88 1/4 - 89 1/4 - 90 1/4 - 91 1/4 - 92 1/4 - 93 1/4 - 94 1/4 - 95 1/4 - 96 1/4 - 97 1/4 - 98 1/4 - 99 1/4 - 100 1/4 - 101 1/4 - 102 1/4 - 103 1/4 - 104 1/4 - 105 1/4 - 106 1/4 - 107 1/4 - 108 1/4 - 109 1/4 - 110 1/4 - 111 1/4 - 112 1/4 - 113 1/4 - 114 1/4 - 115 1/4 - 116 1/4 - 117 1/4 - 118 1/4 - 119 1/4 - 120 1/4 - 121 1/4 - 122 1/4 - 123 1/4 - 124 1/4 - 125 1/4 - 126 1/4 - 127 1/4 - 128 1/4 - 129 1/4 - 130 1/4 - 131 1/4 - 132 1/4 - 133 1/4 - 134 1/4 - 135 1/4 - 136 1/4 - 137 1/4 - 138 1/4 - 139 1/4 - 140 1/4 - 141 1/4 - 142 1/4 - 143 1/4 - 144 1/4 - 145 1/4 - 146 1/4 - 147 1/4 - 148 1/4 - 149 1/4 - 150 1/4 - 151 1/4 - 152 1/4 - 153 1/4 - 154 1/4 - 155 1/4 - 156 1/4 - 157 1/4 - 158 1/4 - 159 1/4 - 160 1/4 - 161 1/4 - 162 1/4 - 163 1/4 - 164 1/4 - 165 1/4 - 166 1/4 - 167 1/4 - 168 1/4 - 169 1/4 - 170 1/4 - 171 1/4 - 172 1/4 - 173 1/4 - 174 1/4 - 175 1/4 - 176 1/4 - 177 1/4 - 178 1/4 - 179 1/4 - 180 1/4 - 181 1/4 - 182 1/4 - 183 1/4 - 184 1/4 - 185 1/4 - 186 1/4 - 187 1/4 - 188 1/4 - 189 1/4 - 190 1/4 - 191 1/4 - 192 1/4 - 193 1/4 - 194 1/4 - 195 1/4 - 196 1/4 - 197 1/4 - 198 1/4 - 199 1/4 - 200 1/4 - 201 1/4 - 202 1/4 - 203 1/4 - 204 1/4 - 205 1/4 - 206 1/4 - 207 1/4 - 208 1/4 - 209 1/4 - 210 1/4 - 211 1/4 - 212 1/4 - 213 1/4 - 214 1/4 - 215 1/4 - 216 1/4 - 217 1/4 - 218 1/4 - 219 1/4 - 220 1/4 - 221 1/4 - 222 1/4 - 223 1/4 - 224 1/4 - 225 1/4 - 226 1/4 - 227 1/4 - 228 1/4 - 229 1/4 - 230 1/4 - 231 1/4 - 232 1/4 - 233 1/4 - 234 1/4 - 235 1/4 - 236 1/4 - 237 1/4 - 238 1/4 - 239 1/4 - 240 1/4 - 241 1/4 - 242 1/4 - 243 1/4 - 244 1/4 - 245 1/4 - 246 1/4 - 247 1/4 - 248 1/4 - 249 1/4 - 250 1/4 - 251 1/4 - 252 1/4 - 253 1/4 - 254 1/4 - 255 1/4 - 256 1/4 - 257 1/4 - 258 1/4 - 259 1/4 - 260 1/4 - 261 1/4 - 262 1/4 - 263 1/4 - 264 1/4 - 265 1/4 - 266 1/4 - 267 1/4 - 268 1/4 - 269 1/4 - 270 1/4 - 271 1/4 - 272 1/4 - 273 1/4 - 274 1/4 - 275 1/4 - 276 1/4 - 277 1/4 - 278 1/4 - 279 1/4 - 280 1/4 - 281 1/4 - 282 1/4 - 283 1/4 - 284 1/4 - 285 1/4 - 286 1/4 - 287 1/4 - 288 1/4 - 289 1/4 - 290 1/4 - 291 1/4 - 292 1/4 - 293 1/4 - 294 1/4 - 295 1/4 - 296 1/4 - 297 1/4 - 298 1/4 - 299 1/4 - 300 1/4 - 301 1/4 - 302 1/4 - 303 1/4 - 304 1/4 - 305 1/4 - 306 1/4 - 307 1/4 - 308 1/4 - 309 1/4 - 310 1/4 - 311 1/4 - 312 1/4 - 313 1/4 - 314 1/4 - 315 1/4 - 316 1/4 - 317 1/4 - 318 1/4 - 319 1/4 - 320 1/4 - 321 1/4 - 322 1/4 - 323 1/4 - 324 1/4 - 325 1/4 - 326 1/4 - 327 1/4 - 328 1/4 - 329 1/4 - 330 1/4 - 331 1/4 - 332 1/4 - 333 1/4 - 334 1/4 - 335 1/4 - 336 1/4 - 337 1/4 - 338 1/4 - 339 1/4 - 340 1/4 - 341 1/4 - 342 1/4 - 343 1/4 - 344 1/4 - 345 1/4 - 346 1/4 - 347 1/4 - 348 1/4 - 349 1/4 - 350 1/4 - 351 1/4 - 352 1/4 - 353 1/4 - 354 1/4 - 355 1/4 - 356 1/4 - 357 1/4 - 358 1/4 - 359 1/4 - 360 1/4 - 361 1/4 - 362 1/4 - 363 1/4 - 364 1/4 - 365 1/4 - 366 1/4 - 367 1/4 - 368 1/4 - 369 1/4 - 370 1/4 - 371 1/4 - 372 1/4 - 373 1/4 - 374 1/4 - 375 1/4 - 376 1/4 - 377 1/4 - 378 1/4 - 379 1/4 - 380 1/4 - 381 1/4 - 382 1/4 - 383 1/4 - 384 1/4 - 385 1/4 - 386 1/4 - 387 1/4 - 388 1/4 - 389 1/4 - 390 1/4 - 391 1/4 - 392 1/4 - 393 1/4 - 394 1/4 - 395 1/4 - 396 1/4 - 397 1/4 - 398 1/4 - 399 1/4 - 400 1/4 - 401 1/4 - 402 1/4 - 403 1/4 - 404 1/4 - 405 1/4 - 406 1/4 - 407 1/4 - 408 1/4 - 409 1/4 - 410 1/4 - 411 1/4 - 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812 1/4 - 813 1/4 - 814 1/4 - 815 1/4 - 816 1/4 - 817 1/4 - 818 1/4 - 819 1/4 - 820 1/4 - 821 1/4 - 822 1/4 - 823 1/4 - 824 1/4 - 825 1/4 - 826 1/4 - 827 1/4 - 828 1/4 - 829 1/4 - 830 1/4 - 831 1/4 - 832 1/4 - 833 1/4 - 834 1/4 - 835 1/4 - 836 1/4 - 837 1/4 - 838 1/4 - 839 1/4 - 840 1/4 - 841 1/4 - 842 1/4 - 843 1/4 - 844 1/4 - 845 1/4 - 846 1/4 - 847 1/4 - 848 1/4 - 849 1/4 - 850 1/4 - 851 1/4 - 852 1/4 - 853 1/4 - 854 1/4 - 855 1/4 - 856 1/4 - 857 1/4 - 858 1/4 - 859 1/4 - 860 1/4 - 861 1/4 - 862 1/4 - 863 1/4 - 864 1/4 - 865 1/4 - 866 1/4 - 867 1/4 - 868 1/4 - 869 1/4 - 870 1/4 - 871 1/4 - 872 1/4 - 873 1/4 - 874 1/4 - 875 1/4 - 876 1/4 - 877 1/4 - 878 1/4 - 879 1/4 - 880 1/4 - 881 1/4 - 882 1/4 - 883 1/4 - 884 1/4 - 885 1/4 - 886 1/4 - 887 1/4 - 888 1/4 - 889 1/4 - 890 1/4 - 891 1/4 - 892 1/4 - 893 1/4 - 894 1/4 - 895 1/4 - 896 1/4 - 897 1/4 - 898 1/4 - 899 1/4 - 900 1/4 - 901 1/4 - 902 1/4 - 903 1/4 - 904 1/4 - 905 1/4 - 906 1/4 - 907 1/4 - 908 1/4 - 909 1/4 - 910 1/4 - 911 1/4 - 912 1/4 - 913 1/4 - 914 1/4 - 915 1/4 - 916 1/4 - 917 1/4 - 918 1/4 - 919 1/4 - 920 1/4 - 921 1/4 - 922 1/4 - 923 1/4 - 924 1/4 - 925 1/4 - 926 1/4 - 927 1/4 - 928 1/4 - 929 1/4 - 930 1/4 - 931 1/4 - 932 1/4 - 933 1/4 - 934 1/4 - 935 1/4 - 936 1/4 - 937 1/4 - 938 1/4 - 939 1/4 - 940 1/4 - 941 1/4 - 942 1/4 - 943 1/4 - 944 1/4 - 945 1/4 - 946 1/4 - 947 1/4 - 948 1/4 - 949 1/4 - 950 1/4 - 951 1/4 - 952 1/4 - 953 1/4 - 954 1/4 - 955 1/4 - 956 1/4 - 957 1/4 - 958 1/4 - 959 1/4 - 960 1/4 - 961 1/4 - 962 1/4 - 963 1/4 - 964 1/4 - 965 1/4 - 966 1/4 - 967 1/4 - 968 1/4 - 969 1/4 - 970 1/4 - 971 1/4 - 972 1/4 - 973 1/4 - 974 1/4 - 975 1/4 - 976 1/4 - 977 1/4 - 978 1/4 - 979 1/4 - 980 1/4 - 981 1/4 - 982 1/4 - 983 1/4 - 984 1/4 - 985 1/4 - 986 1/4 - 987 1/4 - 988 1/4 - 989 1/4 - 990 1/4 - 991 1/4 - 992 1/4 - 993 1/4 - 994 1/4 - 995 1/4 - 996 1/4 - 997 1/4 - 998 1/4 - 999 1/4 - 1000 1/4 - 1001 1/4 - 1002 1/4 - 1003 1/4 - 1004 1/4 - 1005 1/4 - 1006 1/4 - 1007 1/4 - 1008 1/4 - 1009 1/4 - 1010 1/4 - 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1102 1/4 - 1103 1/4 - 1104 1/4 - 1105 1/4 - 1106 1/4 - 1107 1/4 - 1108 1/4 - 1109 1/4 - 1110 1/4 - 1111 1/4 - 1112 1/4 - 1113 1/4 - 1114 1/4 - 1115 1/4 - 1116 1/4 - 1117 1/4 - 1118 1/4 - 1119 1/4 - 1120 1/4 - 1121 1/4 - 1122 1/4 - 1123 1/4 - 1124 1/4 - 1125 1/4 - 1126 1/4 - 1127 1/4 - 1128 1/4 - 1129 1/4 - 1130 1/4 - 1131 1/4 - 1132 1/4 - 1133 1/4 - 1134 1/4 - 1135 1/4 - 1136 1/4 - 1137 1/4 - 1138 1/4 - 1139 1/4 - 1140 1/4 - 1141 1/4 - 1142 1/4 - 1143 1/4 - 1144 1/4 - 1145 1/4 - 1146 1/4 - 1147 1/4 - 1148 1/4 - 1149 1/4 - 1150 1/4 - 1151 1/4 - 1152 1/4 - 1153 1/4 - 1154 1/4 - 1155 1/4 - 1156 1/4 - 1157 1/4 - 1158 1/4 - 1159 1/4 - 1160 1/4 - 1161 1/4 - 1162 1/4 - 1163 1/4 - 1164 1/4 - 1165 1/4 - 1166 1/4 - 1167 1/4 - 1168 1/4 - 1169 1/4 - 1170 1/4 - 1171 1/4 - 1172 1/4 - 1173 1/4 - 1174 1/4 - 1175 1/4 - 1176 1/4 - 1177 1/4 - 1178 1/4 - 1179 1/4 - 1180 1/4 - 1181 1/4 - 1182 1/4 - 1183 1/4 - 1184 1/4 - 1185 1/4 - 1186 1/4 - 1187 1/4 - 1188 1/4 - 1189 1/4 - 1190 1/4 - 1191 1/4 - 1192 1/4 - 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Case History

Case ID : B012002-09-1600423

Case Title : TRANSMISSION ASAP

This is for your information only and no response is required.

Thank you for your attention to this matter.

Man Phan

Acura Client Services

*** CASE MODIFY 9/16/02 1:59:03 PM, mphan

into WIP New Cases and Status of Solving.

*** SUBCASE B012002-09-1600423-1 CREATE 9/16/02 2:12:29 PM, mphan

Created in WIP Default with Due Date 9/16/2002 2:12:29 PM.

*** SUBCASE B012002-09-1600423-1 NOTES 9/17/02 7:16:13 AM, mphan, Action Type : Field/DSM

Steve Sabatini, DPSM, called yesterday explaining that this client has had five other leases from Acura and this is his second trans that has gone out in less than 1,000 miles. Steve added that client is also the

Steve asked me to call AHFC to see what can be done in terms of getting client out of this lease and into another with as much fees waived as possible since Acura is paying the bill on this one.

I asked about Steve about mediation, and he stated that it might need to go that way but then the car gets branded and more complicated. Steve he wants to take care of this as quickly as possible and if it does not work then we will go the mediation route. Steve stated that client understand that he will need to have some out of pocket expense. Steve stated that client wants a manual, no matter what it is. Steve stated so the dealer is going to get him the CL Type-S.

*** SUBCASE B012002-09-1600423-1 NOTES 9/17/02 8:55:30 AM, mphan, Action Type : Note-Third Party

I s/w AHFC and explained the situation to Susan Jewell and she relayed the message to her supervisor Doreen Wilson at 800-916-9939 X. 6705, who stated she will need to call me back. I gave her my number and await her call.

*** CASE MODIFY 9/17/02 8:55:34 AM, mphan

into WIP New Cases and Status of Solving.

*** SUBCASE B012002-09-1600423-1 NOTES 9/17/02 9:38:52 AM, mphan, Action Type : Note-Third Party

Doreen Wilson from AHFC called to let me know that the best way is a substitution of collateral and she would be interested so Steve Sabatini can call her and they can work out the details.

*** CASE MODIFY 9/17/02 9:38:56 AM, mphan

into WIP SS-Denville and Status of Solving.

*** SUBCASE B012002-09-1600423-1 NOTES 9/17/02 9:39:40 AM, mphan, Action Type : Field/DSM

I left a message for DPSM asking him to call Doreen Wilson.

*** CASE MODIFY 9/17/02 9:39:43 AM, mphan

into WIP SS-Denville and Status of Solving.

*** SUBCASE B012002-09-1600423-1 NOTES 9/17/02 9:43:06 AM, mphan, Action Type : Call to Customer

I left a message for client introducing myself and advised that I have been talking with Steve Sabatini, DPSM, and we will assist client in this matter. I offered our number if he has any questions.

*** CASE MODIFY 9/17/02 9:43:19 AM, mphan

into WIP SS-Denville and Status of Solving.

*** CASE MODIFY COMMITMENT 9/17/02 9:44:54 AM, mphan

Case History

Case ID : B012002-09-1600423

Case Title :

TRANSMISSION ASAP

with CURRY GARVAL due 09/20/02 07:00:00 AM.

*** CASE MODIFY 9/17/02 9:44:58 AM, mphan
into WIP SS-Denville and Status of Solving.

*** CASE MODIFY 9/17/02 10:09:01 AM, mphan
into WIP SS-Denville and Status of Solving.

*** SUBCASE B012002-09-1600423-1 NOTES 9/19/02 8:04:23 AM, mphan, Action Type : Call to Customer

Client stated that the car is returned to him but he just does not want to drive it. Client stated that he knows about the transmission issue but likes Acura so that is why he wants a stick shift car from Acura because he does not want to screw Acura. Client thanked for the follow up call and asked that Steve Sabatini, DPSM, gives him a call. I advised that I will leave a message for Mr. Sabatini to call him and if there is anything I can do for him in the future to please give me a call.

*** SUBCASE B012002-09-1600423-1 NOTES 9/19/02 8:05:51 AM, mphan, Action Type : Field/DSM
I left a message for Steve Sabatini, DPSM, to give client a call.

Closing case.

*** CASE MODIFY 9/19/02 8:05:55 AM, mphan
into WIP SS-Denville and Status of Solving.

*** CASE MODIFY 9/19/02 8:06:01 AM, mphan
into WIP SS-Denville and Status of Solving.

*** SUBCASE B012002-09-1600423-1 CLOSE 9/19/02 8:06:06 AM, mphan
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/19/02 8:06:06 AM, mphan
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/26/02 2:14:24 PM, mphan
with Condition of Open and Status of Solving.

*** NOTES 9/26/02 2:17:23 PM, mphan, Action Type : Call from Customer

Customer called to request a follow up from Steve Sabatini. Customer stated that Steve is working to get him another car but has not heard anything this week. Customer stated that he has to find out something soon because he's in need of a vehicle. I advised the customer that I would leave a message for Steve to call him back.

*** CASE CLOSE 9/26/02 3:04:17 PM, mphan
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 10/14/02 7:07:28 AM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 10/28/02 8:07:28 AM, sa
Action owners super - 45 days of rule Case Closure fired

Case Details

Case ID : B012002-09-1901412 Division : Acura - Auto Condition : Closed Open Date : 9/19/2002 2:04:39 PM
 Case Originator : Layne Wakuta Sub Division : Customer Relations Status : Closed Close Date : 10/29/2002 9:55:27
 Case Owner : David Hambre Method : Phone Queue : Days Open : 40
 Point of Origin : Customer Wipbin :
 Case Title : GAIL SCHROEDER - TRANSMISSION No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : WESTHAMPTON, NJ
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA42442A003750
 Model / Year : 3.2CL / 2002
 Model ID / Product Line : YA4242FNW / B
 Miles / Hours : 13,000
 In Service Date : 11/29/01
 Months In Use : 10
 Engine Number : J32A14002094
 Originating Dealer No. / Name : 251362 / SUSSMAN ACURA
 Selling Dealer No. / Name : 251175 / MARTY SUSSMAN ACURA
 Trim : 3.2 CL
 No. of Doors : 2
 Transmission Code : SAT
 Exterior Color : WX
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 251175 / MARTY SUSSMAN ACURA
 Phone No. : 856-722-5500
 Address : 736 ROUTE 58 EAST
 City / State / Zip : MAPLE SHADE, NJ 08052
 Svc District / Sls District : 02C / B02
 Warranty Labor Rate / Date : \$75.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Incl.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Subcase Close	Product	Operation	Labor Code	Labor Code Desc
B012002-09-1901412-1 /				218	Automatic Trans

Issue Details

Issue ID : B012002-09-1901412-1 Type 1 : Product Condition : Closed Within :
 Issue Originator : David Hambre Type 2 : Operation Status : Subcase Closed Open Date : 9/20/02 9:54:55 AM
 Issue Owner : David Hambre Queue : Close Date : 10/29/02 9:55:25 AM
 Issue Title : - PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc Shift Quality 2181

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Assist - AHM 100% ,

NPS Number :

Claim Auth Info :

VIN No. : Repair Order Date :
 Dealer No. : Expiration Date :
 Claim No. : Last Updated On :
 Requested Amount : Parts Amount : \$0.00
 Reimbursement Amount : Labor Amount : \$0.00
 Maximum Claim Amount \$000
 Error Codes :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Claim Auth Notes :

Check Req Info :

VIN Type / No. : US VIN / 19UYA42442A003750
 Engine Serial No. : Delivery Date :
 Check Requisition No. : 6597 Status : PROCESSED
 Division : Acura - Auto Cost Center : 6580
 Contention Code : B01 Approval Date : 10/18/02 6:15:07
 Defect Code : 034 Check No. : 1273124
 Category : Regular Check Date : 10/25/02
 Primary Amount : \$95.35
 Incidental Type 1 / Amount Not Applicable / \$0.00
 Incidental Type 2 / Amount Not Applicable / \$0.00
 Total Amount : \$95.35
 Payee Name : GAIL SCHROEDER
 Payee Phone No. : 609-330-6342
 Address : 80 WINSTEAD
 City / State / Zip : WESTHAMPTON, NJ 08060

Parts Info :

Part No.	Part Description	BO Reason
21111-P7W-A00	CASE	Warranty

Case History

Case ID : B012002-09-1901412

Case Title

TRANSMISSION

*** CASE CREATE 9/19/02 2:04:39 PM, lwakuta

Contact * Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 9/19/02 2:04:43 PM, lwakuta

CAMPAIGN CHECK 09/19/2002 02:04:43 PM lwakuta

No data found for VIN

*** CASE MODIFY 9/19/02 2:20:05 PM, lwakuta

into WIP default and Status of Solving.

*** NOTES 9/19/02 2:34:46 PM, lwakuta, Action Type : Call from Customer

Client states vehicle is at dealer right now for transmission failure. Client states dealer advised the vehicle will be at dealer 2-3 weeks because there are many CLs there with transmission issues. Client states when the transmission failed it was in heavy traffic and the vehicle stopped with no warning. Client states dealer advised they wouldn't be able to send a tow truck to pick up client's vehicle so client had to drive vehicle to dealer while it sputtered and stalled and jerked. Client states these issues started in July 2002 and client took vehicle to dealer at that time because the vehicle was sputtering, stalling and lurching but the dealer advised the vehicle just needed an alignment and charged client \$95. Client states she feels the transmission was the issue at that time also. Client states dealer is offering her a loaner vehicle through Enterprise but it is a Ford Focus with no alarm. Client states she would like an Acura loaner vehicle if her vehicle is going to be at dealer for 2-3 weeks. Client states the dealer has some Acura loaners but they are all being used right now. Client states she does not feel safe with the loaner vehicle without an alarm. Client states Enterprise is offering vehicle insurance for \$17.99 per day but client will have to pay for this. Client states she feels Acura should pay for the \$17.99 per day insurance on the vehicle. Client states she would also like to be reimbursed the \$95 that the dealer charged for an alignment. Client states she is upset because the dealer should have diagnosed the transmission issue in July instead of doing an alignment on the vehicle.

Advised client Acura is very sorry to hear of her experience. Advised client her comments have been documented in case file for review by case manager and dealer. Advised client of approximate 2-3 business day follow-up timeframe. Client understood.

*** CASE CAMPAIGN LOOKUP 9/19/02 2:35:05 PM, lwakuta

CAMPAIGN CHECK 09/19/2002 02:35:05 PM lwakuta

No data found for VIN

*** CASE MODIFY 9/19/02 2:35:20 PM, lwakuta

into WIP default and Status of Solving.

*** CASE ASSIGN 9/19/02 2:35:28 PM, lwakuta

B012002-09-1901412 to dhambre, WIP

*** CASE RULE ACTION 9/19/02 2:35:29 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/19/02 2:35:32 PM, lwakuta

into WIP default and Status of Solving.

*** COMMIT 9/20/02 9:48:44 AM, dhambre, Action Type : N/A

*** NOTES 9/20/02 9:48:58 AM, dhambre, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/23/02 9:

This customer contacted our office regarding the following issue(s):

Case History

Case ID : B012002-09-1901412

Case Title

:- TRANSMISSION

Client states vehicle is at dealer right now for transmission failure. Client states dealer advised the vehicle will be at dealer 2-3 weeks because there are many CLs there with transmission issues. Client states when the transmission failed, it was in heavy traffic and the vehicle stopped with no warning. Client states dealer advised they wouldn't be able to send a tow truck to pick up client's vehicle so client had to drive vehicle to dealer while it sputtered and stalled and jerked. Client states these issues started in July 2002 and client took vehicle to dealer at that time because the vehicle was sputtering, stalling and lurching but the dealer advised the vehicle just needed an alignment and charged client \$95. Client states she feels the transmission was the issue at that time also. Client states dealer is offering her a loaner vehicle through Enterprise but it is a Ford Focus with no alarm. Client states she would like an Acura loaner vehicle if her vehicle is going to be at dealer for 2-3 weeks. Client states the dealer has some Acura loaners but they are all being used right now. Client states she does not feel safe with the loaner vehicle without an alarm. Client states Enterprise is offering vehicle insurance for \$17.99 per day but client will have to pay for this. Client states she feels Acura should pay for the \$17.99 per day insurance on the vehicle. Client states she would also like to be reimbursed the \$95 that the dealer charged for an alignment. Client states she is upset because the dealer should have diagnosed the transmission issue in July instead of doing an alignment on the vehicle.

Advised client Acura is very sorry to hear of her experience. Advised client her comments have been documented in case file for review by case manager and dealer. Advised client of approximate 2-3 business day follow-up timeframe. Client understood.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

David Hambre
Acura Client Services

*** CASE MODIFY 9/20/02 9:54:06 AM, dhambre
into WIP default and Status of Solving.

*** NOTES 9/20/02 9:54:28 AM, dhambre, Action Type : Call to Customer
Called client; left message.

*** SUBCASE B012002-09-1901412-1 CREATE 9/20/02 9:54:55 AM, dhambre
Created in WIP Default with Due Date 9/20/2002 9:54:55 AM.

*** NOTES 9/20/02 2:16:42 PM, mphan, Action Type : Call from Customer

Client stated that the problem got worst, now it will be about 6-8 weeks to get the transmission. Client stated that she will not pay a payment for her car and she has also research the lemon law and wants to talk to someone about that. Client stated that her rental car does not have an alarm and she wants a car with an alarm. Client stated that her insurance stated that if the car is stolen then it will be taken care of, but it will be sticky. Client stated that her deductible is \$500.00.

*** NOTES 9/23/02 10:35:07 AM, dhambre, Action Type : Call to Customer

Spoke to client. Informed me that her car is sitting in the dealership's lot collecting tree sap. Wanted to know what I could do to prevent further paint damage. I told client that I will see if the dealership has a car cover for her vehicle. Client also states that she paid for a front end alignment in July at the advice of the dealership, since they were unable to determine a transmission problem then. Client paid \$95 for this repair. I told client to fax in receipts and we will reimburse her. Also offered client reimbursement for down time of vehicle. Client's car came into the dealership on 9/19. Informed client that I will reimburse her a prorated amount based upon the length of down time of the vehicle from 9/19 to the final repair date.

*** CASE MODIFY COMMITMENT 9/23/02 10:35:29 AM, dhambre
with GAIL SCHROEDER due 09/24/02 09:48:47 AM.

*** CASE MODIFY 9/23/02 10:35:34 AM, dhambre
into WIP 02C and Status of Solving.

Case History

Case ID : B012002-09-1901412

Case Title

TRANSMISSION

*** NOTES 9/25/02 1:48:58 PM, dhambre, Action Type : Call to Customer

Spoke to client. States that she returned to dealership today to try and secure a loaner TL, but none were available. Client states that she noticed that the tree sap marks were still on the vehicle, despite the dealership's promise that it would be removed. Client wanted reassurance that this tree sap and any other damage/dents/dings that occur while the vehicle is on the dealership premises would be taken care of and removed. I assured client that this would occur.

*** CASE MODIFY COMMITMENT 9/25/02 1:52:32 PM, dhambre
with a 09/26/02 09:48:47 AM.*** CASE MODIFY 9/25/02 1:52:37 PM, dhambre
into WIP 02C and Status of Solving.*** CASE MODIFY 10/4/02 9:45:04 AM, dhambre
into WIP 02C and Status of Solving.

*** NOTES 10/4/02 9:46:18 AM, dhambre, Action Type : Call to Dealer

Spoke to Mike Spangler, SM at Snarman Acura. States that transmission came in earlier this week and repairs were completed on Tuesday. Client given car back. Sap marks were easily wiped off with cloth. Per Cartrell Moore, client was offered one month's lease payment.

*** NOTES 10/4/02 9:48:48 AM, dhambre, Action Type : Call to Customer
Left message for client.*** CASE FULFILL 10/4/02 9:48:54 AM, dhambre
Fulfilled for GAIL SCHROEDER due 09/26/02 09:48:47 AM.

*** COMMIT 10/4/02 9:48:56 AM, dhambre, Action Type : N/A

*** CASE MODIFY 10/4/02 9:49:08 AM, dhambre
into WIP 02C and Status of Solving.

*** NOTES 10/4/02 2:30:50 PM, dhambre, Action Type : Call to Customer

Spoke to client. Requested that she refax her receipts for front end alignment. Client states she will do so on Monday.

*** CASE MODIFY 10/4/02 2:32:04 PM, dhambre
into WIP 02C and Status of Solving.

*** SUBCASE B012002-09-1901412-1 NOTES 10/9/02 9:39:11 AM, dhambre, Action Type : Note-General

Received client's receipts; reimburse client \$95.35 for alignment repair as one time good will gesture.

*** SUBCASE B012002-09-1901412-1 DISPATCH 10/9/02 10:06:01 AM, dhambre
from WIP Subcases to Queue CK Req - Acura Asst Mgr.*** NOTES 10/9/02 10:06:31 AM, dhambre, Action Type : Note-General
Submitted check req. to Tom Schmeling.*** CASE FULFILL 10/9/02 10:06:37 AM, dhambre
Fulfilled for GAIL SCHROEDER due 10/08/02 12:00:00 AM.

*** COMMIT 10/9/02 10:06:39 AM, dhambre, Action Type : N/A

*** CASE MODIFY 10/9/02 10:06:48 AM, dhambre
into WIP 02C and Status of Solving.

*** SUBCASE B012002-09-1901412-1 RULE ACTION 10/10/02 9:06:01 AM, sa

Case History

Case ID : B012002-09-1901412

Case Title

TRANSMISSION

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE B012002-09-1901412-1 RULE ACTION 10/11/02 9:06:02 AM, sa

Action Task - owners supervisor - 48 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 10/17/02 1:04:39 PM, sa

Action owner - 30 days of rule Case Closure fired

*** SUBCASE B012002-09-1901412-1 ACCEPT 10/18/02 6:13:28 AM, ejosephs

from Queue CK Req - Acura Asst Mgr to WIP default.

*** SUBCASE B012002-09-1901412-1 DISPATCH 10/18/02 6:14:47 AM, ejosephs

from WIP default to Queue Ck Req - Josephson.

*** SUBCASE B012002-09-1901412-1 DISPATCH 10/18/02 6:15:07 AM, ejosephs, Action Type :

Check Requisition for 95.35 \$ submitted

Check Requisition for 95.35 \$ submitted by ejosephs

*** SUBCASE B012002-09-1901412-1 ASSIGN 10/18/02 6:15:37 AM, ejosephs

B012002-09-1901412-1 to dhambree, WIP

*** SUBCASE B012002-09-1901412-1 RULE ACTION 10/18/02 6:15:38 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY COMMITMENT 10/18/02 1:17:11 PM, dhambree

with GAIL SCHROEDER due 10/25/02 12:00:00 AM.

*** CASE MODIFY COMMITMENT 10/25/02 10:42:57 AM, dhambree

with due 11/01/02 12:00:00 AM.

*** SUBCASE B012002-09-1901412-1 COMMIT 10/28/02 8:03:24 AM, dhambree, Action Type : External Commitment

*** NOTES 10/29/02 9:53:29 AM, dhambree, Action Type : Note-Resolution

October 29, 2002

Westhampton, NJ

VIN: 19UYA42442A003750

Dear

Thank you for affording American Honda Motor Co., Inc the opportunity to address your concerns on your 2002 Acura 3.2CL.

Enclosed is check number 1273124 in the amount of \$95.35. This check is being issued for reimbursing you charges incurred at Sussman Automotive for a front-end alignment service. This reimbursement is issued as an act of good will from our company and to restore your faith in our products and services.

Case History

Case ID : B012002-09-1901412

Case Title :

- TRANSMISSION

Thank you for allowing our office to assist you in this matter.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR COMPANY, INC.David Hambre
Acura Client Services

*** SUBCASE B012002-09-1901412-1 CLOSE 10/29/02 9:55:25 AM, dhambre

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/29/02 9:55:27 AM, dhambre

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 10/31/02 2:04:39 PM, sa

Action owners super - 45 days of rule Case Closure fired

Case Details

Case ID : B012002-09-1301348 Division : Acura - Auto Condition : Closed Open Date : 9/13/2002 1:48:40 PM
 Case Originator : edward hsu Sub Division : Customer Relations Status : Closed Close Date : 9/23/2002 9:08:28 AM
 Case Owner : Laura Pickens Method : Phone Queue : Days Open : 10
 Point of Origin : Customer Wipbln :
 Case Title : /TRANS CONCERNS/DIAGNOSIS No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : HOUSTON, TX
 E Mail :
 Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 251004 / JOHN EAGLE ACURA
 Phone No. : 281-589-0600
 Address : 940 HIGHWAY 6 SOUTH
 City / State / Zip : HOUSTON, TX 77079
 Svc District / Sls District : 06C / B06
 Warranty Labor Rate / Date : \$75.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-09-1301348-1 /	- CA	Subcase Close	Campaign	Info/Eligibility	218	Automatic Trans
B012002-09-1301348-2	- CO	Subcase Close	Corporate	Media Exposure	218	Automatic Trans

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56632A061526
 Model / Year : 3.2TL / 2002
 Model ID / Product Line : UA5662JTW / B
 Miles / Hours : 7,000
 In Service Date : 2/13/02
 Months in Use : 7
 Engine Number : J32A14436118
 Originating Dealer No. / Name : 251078 / STERLING MCCALL ACURA
 Selling Dealer No. / Name : 251078 / STERLING MCCALL ACURA
 Trim : 3.2 TL
 No. of Doors : 4
 Transmission Code : SAT
 Exterior Color :
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation :
 Extended Warranty Contract No. :
 Extended Warranty Start / End :
 Extended Warranty Cancellation :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issue Details

Issue ID : B012002-09-1301348-1 Type 1 : Campaign Condition : Closed Wipbin :
 Issue Originator : edward hsu Type 2 : Info/Eligibility Status : Subcase Close Open Date : 9/13/02 2:08:15 PM
 Issue Owner : edward hsu Queue : Close Date : 9/13/02 2:08:27 PM
 Issue Title : 3 - CAMPAIGN - INFO/ELIGIBILITY

Coding Info :

Labor Code / Desc : 218 / ~~Assembly~~ ~~Paint~~
 Condition Code Desc :
 Campaign Code / Desc : /
 Involved Party :
 Document Ref. # :
 Resolved Through :
 Decision In Favor Of :
 Resolutions : Provided Information
 NPS Number :

Claim Auth Info :

VIN No. : Repair Order Date :
 Dealer No. : Expiration Date :
 Claim No. : Last Updated On :
 Requested Amount : Parts Amount : \$0.00
 Reimbursement Amount : Labor Amount : \$0.00
 Maximum Claim Amount : \$0.00
 Error Codes :

Check Req Info :

VIN Type / No. :
 Engine Serial No. : Delivery Date :
 Check Regulation No. : Status :
 Division : Cost Center :
 Condition Code : Approval Date :
 Defect Code : Check No. :
 Category : Check Date :
 Primary Amount : \$0.00
 Incidental Type 1 / Amount : / \$0.00
 Incidental Type 2 / Amount : / \$0.00
 Total Amount : \$0.00
 Payee Name :
 Payee Phone No. :
 Address :
 City / State / Zip :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case Detail Report

Run Date : 01/24/2003

Issue Details

Issue ID : B012002-09-1301348-2	Type 1 : Corporate	Condition : Closed	Within :
Issue Originator : Lauren Pickens	Type 2 : Media Exposure	Status : Subcase Close	Open Date : 9/17/02 8:53:06 AM
Issue Owner : Lauren Pickens		Queue :	Close Date : 9/23/02 9:08:28 AM
Issue Title : - CORP. - MEDIA EXPOSURE			

Coding Info :

Labor Code / Desc : 281 / Automatic Trans

Condition Code Desc : Shift Quality 2181

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Documented Concern ,

NPS Number :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount : /

Incidental Type 2 / Amount : /

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-09-1301348

Case Title :

/TRANS CONCERNS/DIAGNOSIS

*** NOTES 9/13/02 1:48:40 PM, chsu, Action Type :

Client states he experienced the sudden downshift and is concerned. Client wants to know if there are any campaigns on his vehicle.

*** CASE CREATE 9/13/02 1:48:40 PM, chsu

Contact = Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 9/13/02 1:48:45 PM, chsu

CAMPAIGN CHECK 09/13/02 01:48:45 PM chsu

No data found for VIN

*** NOTES 9/13/02 2:07:51 PM, chsu, Action Type : Call from Customer

Client states he is worried about his transmission going out soon. Client states the dealership could not do anything for him since they cannot reproduce the problem. Client wants to know what Acura will do about the transmission issue.

Advised client there are no active campaigns on his vehicle. Advised client there are no official bulletins on this issue. Advised client the manufacturer is aware of the situation and is currently examining the problem to find a way to repair it. Advised client to watch out for symptoms of transmission problems. Advised client of warning signs such as lazy shifting, transmission noises, and transmission fluid leaks. Advised client to take vehicle in to nearest Acura dealership if the problem can be reproduced. Advised client that I would document his concerns. Advised client to call our office if there are any future concerns or questions. Client understood.

*** SUBCASE B012002-09-1301348-1 CREATE 9/13/02 2:08:15 PM, chsu

Created in WIP Default with Due Date 9/13/2002 2:08:15 PM.

*** CASE MODIFY 9/13/02 2:08:23 PM, chsu

into WIP default and Status of Solving.

*** SUBCASE B012002-09-1301348-1 CLOSE 9/13/02 2:08:27 PM, chsu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/13/02 2:08:27 PM, chsu

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/16/02 1:56:51 PM, rgibbons

with Condition of Open and Status of Solving.

*** CASE MODIFY 9/16/02 1:58:57 PM, rgibbons

into WIP default and Status of Solving.

*** NOTES 9/16/02 2:27:49 PM, rgibbons, Action Type : Call from Customer

Client called back and stated that he experienced the same thing as what was written in the LA Times. Client states that while driving at around 70 mph the vehicle suddenly felt like someone slammed on the brakes. Client states that he pulled over and then restarted the vehicle and everything has been fine since. Client states that he took his vehicle to the dealership and they gave it back to him in about an hour advising him that they could not find a problem. Client is questioning what Acura is doing about this problem. Client was requesting an extension on the warranty for the transmission as some people on the internet have received. Client feels that it would be a waste of time to go back to the dealership if Acura does not have a fix for this problem.

*** CASE MODIFY 9/16/02 2:27:55 PM, rgibbons

into WIP default and Status of Solving.

*** NOTES 9/16/02 2:31:04 PM, rgibbons, Action Type : Note-General

Client was declined an extension of the warranty on the transmission. Client was advised to take the vehicle back to the dealership and we would follow up with

Case History

Case ID : B012002-09-1301348

Case Title :

TRANS CONCERNS/DIAGNOSIS

them and advise them to do some more extensive test driving. Client was advised that there were no recalls on the vehicle regarding the transmission. Client was very reluctant to go back to the dealership and just wanted an extension of the warranty on the transmission and he kept referring back to the LA Times article and the postings on the web. Client finally agreed to take the vehicle back to the dealership. Client indicated that he would contact them this week. Client was advised that we would follow up with them and himself.

*** CASE MODIFY 9/16/02 2:31:07 PM, ngibbons
into WIP default and Status of Solving.

*** CASE ASSIGN 9/16/02 2:31:32 PM, ngibbons
B012002-09-1301348 to ssheppar, WIP

*** CASE RULE ACTION 9/16/02 2:31:33 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 9/17/02 7:56:43 AM, ssheppar
B012002-09-1301348 to lpickens, WIP p

*** CASE RULE ACTION 9/17/02 7:56:45 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/17/02 8:45:55 AM, lpickens
into WIP new cases for jlb and Status of Solving.

*** CASE MODIFY 9/17/02 8:47:04 AM, lpickens
into WIP new cases for jlb and Status of Solving.

*** COMMIT 9/17/02 8:47:21 AM, lpickens, Action Type :

*** NOTES 9/17/02 8:52:49 AM, lpickens, Action Type : Dealer Communication
ATTN: SERVICE MANAGER
Hi Kevin,

This customer contacted our office regarding the following issue(s):

Client states he experienced the sudden downshift and is concerned. Client wants to know if there are any campaigns on his vehicle. Client states he is worried about his transmission going out soon. Client states the dealership could not do anything for him since they cannot reproduce the problem. Client wants to know what Acura will do about the transmission issue.

Client called back and stated that he experienced the same thing as what was written in the LA Times. Client states that while driving at around 70 mph the vehicle suddenly felt like someone slammed on the brakes. Client states that he pulled over and then restarted the vehicle and everything has been fine since. Client states that he took his vehicle to the dealership and they gave it back to him in about an hour advising him that they could not find a problem. Client is questioning what Acura is doing about this problem. Client was requesting an extension on the warranty for the transmission.

Advised the client that they will need to take the car back to the dealer and have them diagnosis this issue or duplicate it before we can procede. Advised the client that maybe the dealer could keep his car longer and do further testing. Client is reluctant to go back to the dealer because he feels that it is a waste of his time because they haven't found anything, but he stated that he really is experiencing this issue.

Case History

Case ID : B012002-09-1301348

Case Title

JOHNE EAGLE/TRANS CONCERNS/DIAGNOSIS

Thank you for your attention to this matter.

Lauren Pickens
Accura Client Services
(310) 781-5712

*** CASE MODIFY 9/17/02 8:52:53 AM, lpickens
into WIP new cases for jlb and Status of Solving.

*** SUBCASE B012002-09-1301348-2 CREATE 9/17/02 8:53:06 AM, lpickens
Created in WIP Default with Due Date 9/17/2002 8:53:06 AM.

*** CASE MODIFY 9/17/02 8:53:20 AM, lpickens
into WIP new cases for jlb and Status of Solving.

*** NOTES 9/17/02 9:03:31 AM, lpickens, Action Type : Call to Dealer
Left a message for the SM Kevin to return my call.

*** CASE MODIFY 9/17/02 9:03:34 AM, lpickens
into WIP 6C- Rick Hale and Status of Solving.

*** CASE MODIFY 9/17/02 9:03:38 AM, lpickens
into WIP 6C- Rick Hale and Status of Solving.

*** CASE MODIFY 9/17/02 9:06:13 AM, lpickens
into WIP 6C- Rick Hale and Status of Solving.

*** NOTES 9/17/02 9:44:48 AM, lpickens, Action Type : Call to Dealer

Spoke with the SM Kevin and he stated that the client has only been at his dealership 2ce for a window regulator and stuff not even relevant to the transmission issue. SM stated that maybe the client is talking about another dealer or maybe he just mentioned this concern to the dealer while they were checking out the other concerns and they didn't write it down, which would be very unlikely. SM stated that we can send him back to them and they will test drive the car more and keep the car for 3 days.

Advised the SM that I would contact the client and have him set up an appointment.

*** CASE MODIFY 9/17/02 9:44:51 AM, lpickens
into WIP 6C- Rick Hale and Status of Solving.

*** CASE MODIFY 9/17/02 9:45:08 AM, lpickens
into WIP 6C- Rick Hale and Status of Solving.

*** NOTES 9/18/02 9:56:54 AM, lpickens, Action Type : Call to Customer

Spoke with the client and advised him that he needs to return back to the dealer and have them do some further testing on his car. Advised the client that maybe they could keep it for 3 days and test drive it more extensively. Advised the client that he will need to make an appointment and get his car back in there as soon as possible. Advised the client that we will follow up with the dealer. Client stated that this sounds good and he will have them test drive their car more.

*** CASE MODIFY 9/18/02 9:56:57 AM, lpickens
into WIP 6C- Rick Hale and Status of Solving.

*** CASE MODIFY 9/19/02 10:24:15 AM, lpickens

Case History

Case ID : B012002-09-1301348

Case Title

JOHN EAGLE/TRANS CONCERNS/DIAGNOSIS

into WIP 6C- Rick Hale and Status of Solving.

*** NOTES 9/23/02 9:01:21 AM, lpickens, Action Type : Call to Dealer

Spoke with the dealer and they stated that the customer has not been back at this time.

*** NOTES 9/23/02 9:01:59 AM, lpickens, Action Type : Call to Customer

Spoke with the client and he stated that he will take it back in when it gets worse or when it is convenient to him.

Closing the case unless we hear back from the client.

*** CASE MODIFY 9/23/02 9:02:01 AM, lpickens

into WIP 6C- Rick Hale and Status of Solving.

*** SUBCASE B012002-09-1301348-2 CLOSE 9/23/02 9:08:28 AM, lpickens

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/23/02 9:08:28 AM, lpickens

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 10/11/02 12:48:40 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 10/25/02 12:48:40 PM, sa

Action owners supvr - 45 days of rule Case Closure fired

Case Details

Case ID : B012002-09-3000267 Division : Acura - Auto Condition : Closed Open Date : 9/30/2002 7:58:29 AM
 Case Originator : Allan Baynosa Sub Division : Customer Relations Status : Closed Close Date : 10/2/2002 9:05:19 AM
 Case Owner : Robert Gibbons Method : Phone Queue : Days Open : 2
 Point of Origin : Customer Wipbln :
 Case ID# : JEFFREY BENTON - TRANSMISSION No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : BOYNTON BEACH, FL
 E Mail :
 Svc District / Site District : /

Current Dealer Info :

Current Dealer No. / Name : 251441 / DELRAY ACURA
 Phone No. : 561-265-0000
 Address : 655 NE 6TH AVENUE
 City / State / Zip : DELRAY BEACH, FL 33483
 Svc District / Site District : 04G / D04
 Warranty Labor Rate / Date : \$83.97 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.
251405	PALM BEACH ACURA		

Issues :

Issue ID / Title	Issue Type 1	Issue Type 2	Labor Code
B012002-09-3000267-1 /	Subcase Close Service -	Diagnosis Concern	218 Automatic Trans

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA426X1A028037
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4261FNW / B
 Miles / Hours : 33,000
 In Service Date : 1/30/01
 Months In Use : 20
 Engine Number : J32A21018543
 Originating Dealer No. / Name : 251405 / PALM BEACH ACURA
 Selling Dealer No. / Name : 251405 / PALM BEACH ACURA
 Trim : TYPE-S
 No. of Doors : 2
 Transmission Code : 5AT
 Exterior Color : BX
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issue Details

Issue ID : B012002-09-3000267-1 Type 1 : Service - Dealer Condition : Closed
 Issue Originator : Robert Gibbons Type 2 : Diagnosis Concern Status : Subcase Close
 Issue Owner : Robert Gibbons Queue :
 Issue Title : ~~DIAGNOSIS CONCERN~~ DIAGNOSIS CONCERN

Coding Info :

Labor Code / Desc : ~~2002 American Honda~~
 Condition Code Desc : ~~Internal Use 2100~~
 Campaign Code / Desc : /
 Involved Party :
 Document Ref. # :
 Resolved Through :
 Decision In Favor Of :
 Resolutions : Documented Concern
 NPS Number :

Check Req Info :

VIN Type / No. :
 Engine Serial No. :
 Check Regulation No. :
 Division :
 Convention Code :
 Defect Code :
 Category :
 Primary Amount : \$0.00
 Incidental Type 1 / Amount : / \$0.00
 Incidental Type 2 / Amount : / \$0.00
 Total Amount : \$0.00
 Payee Name :
 Payee Phone No. :
 Address :
 City / State / Zip :

Delivery Date :
 Status :
 Cost Center :
 Approval Date :
 Check No. :
 Check Date :

Claim Auth Info :

VIN No. : Repair Order Date :
 Dealer No. : Expiration Date :
 Claim No. : Last Updated On :
 Requested Amount : Parts Amount : \$0.00
 Reimbursement Amount : Labor Amount : \$0.00
 Maximum Claim Amount : \$0.00
 Error Codes :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	EO Reason

Claim Auth Notes :

Case Detail Report

Case History

Case ID : B012002-09-3000267

Case Title

- TRANSMISSION

*** CASE CREATE 9/30/02 7:58:29 AM, abaynosa

Contact = priority = N/A, Status = Solving.

*** NOTES 9/30/02 7:58:30 AM, abaynosa, Action Type :

Client stated that he was driving 2 weeks ago and transmission was not shifting properly. Sometimes not upshifting. Client stated that he brought car to Del Ray Acura for 30k service previously. Client brought car back in 1 week ago to inspect his concern. Client stated that SM advised they were not able to reproduce concern and would only be able to replace transmission if it failed. Client stated that yesterday he was driving on I-95 on the exit at approx. 55 mph the car downshifted causing the tires to chirp. Client stated after that point he the trans. would only go up to 2nd gear. Client stated luckily he was only 2 miles from home. Client stated that he would drive car for 1 mile or so it would be fine and then it will not upshift. Client stated that he would have car towed to dealer today since he does not feel safe driving it.

Client stated that he is supposed to go on vacation this week to PA for 3 weeks. Client stated that he is probably going to have to fly now. Client stated that this is a major inconvenience. Client seeks assistance on this matter.

*** NOTES 9/30/02 8:00:12 AM, abaynosa, Action Type : Call from Customer

Client feels that dealer should have done on fluid sample to check for particulates that could cause these kinds of issues. Client is an aviation mechanic and states that they do these types of tests all the time. Client stated at the latest he will have to fly out of FL to PA this Wednesday 10/2.

*** CASE MODIFY 9/30/02 8:00:14 AM, abaynosa

into WIP NEW PILES and Status of Solving.

*** CASE MODIFY 9/30/02 8:00:19 AM, abaynosa

into WIP NEW PILES and Status of Solving.

*** NOTES 9/30/02 8:02:12 AM, abaynosa, Action Type : Call from Customer

Client also stated he would like car towed to orig. dealer, Palm Beach Acura (30 miles). Advised client that TLC normally provides towing only to nearest dealer. Client stated that Del Ray is 3-4 mi. away. Advised it was likely his car would be towed to Del Ray.

*** CASE MODIFY 9/30/02 8:04:51 AM, abaynosa

into WIP NEW PILES and Status of Solving.

*** CASE MODIFY 9/30/02 8:05:00 AM, abaynosa

into WIP NEW PILES and Status of Solving.

*** CASE ASSGN 9/30/02 8:05:10 AM, abaynosa

B012002-09-3000267 to rgibbons, WIP [!v]p

*** CASE RULE ACTION 9/30/02 8:05:12 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 10/1/02 6:19:30 AM, rgibbons, Action Type :

*** NOTES 10/1/02 6:19:39 AM, rgibbons, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Client stated that he was driving 2 weeks ago and transmission was not shifting properly. Sometimes not upshifting. Client stated that he brought car to Del Ray Acura for 30k service previously. Client brought car back in 1 week ago to inspect his concern. Client stated that SM advised they were not

Case History

Case ID : B012002-09-3000267

Case Title

TRANSMISSION

able to reproduce concern and would only be able to replace transmission if it failed. Client stated that yesterday he was driving on I-95 on the exit at approx. 55 mph the car downshifted causing the tires to chirp. Client stated after that point he the trans. would only go up to 2nd gear. Client stated luckily he was only 2 miles from home. Client stated that he would drive car for 1 mile or so it would be fine and then it will not upshift. Client stated that he would have car towed to dealer today since he does not feel safe driving it.

Client stated that he is supposed to go on vacation this week to PA for 3 weeks. Client stated that he is probably going to have to fly now. Client stated that this is a major inconvenience. Client seeks assistance on this matter.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Robert Gibbons

Acura Client Services

*** CASE MODIFY 10/1/02 6:19:41 AM, rgibbons
into WIP default and Status of Solving.

*** SUBCASE B012002-09-3000267-1 CREATE 10/1/02 6:19:45 AM, rgibbons
Created in WIP Default with Due Date 10/1/2002 6:19:45 AM.

*** CASE MODIFY 10/1/02 6:20:10 AM, rgibbons
into WIP default and Status of Solving.

*** CASE FULFILL 10/1/02 6:20:14 AM, rgibbons
Fulfilled for due 10/04/02 06:19:32 AM.

*** COMMIT 10/1/02 6:20:17 AM, rgibbons, Action Type : N/A

*** CASE MODIFY 10/1/02 6:20:44 AM, rgibbons
into WIP default and Status of Solving.

*** CASE MODIFY 10/2/02 8:32:25 AM, rgibbons
into WIP Andy Coleman and Status of Solving.

*** NOTES 10/2/02 8:55:05 AM, rgibbons, Action Type : Call to Customer

Spoke to client and reviewed his concern. Client states that his vehicle suddenly downshifted into 2nd gear while driving on the hwy. Client states that it was towed to Palm Beach Acura and they expect to get the replacement trans in tomorrow. Client was upset about the fact that Delray Acura looked at the vehicle a few days prior to the failure and said that they could not find anything wrong with the transmission. Client states that he brought it to their attention that there was a trans concern. Client states that they only test drove the vehicle for 3 miles and found no problem. Client states that he was told that they could not replace the trans until it failed. Client felt that more could have been done to diagnose the concern. Client felt that more should have been done other than a 3 miles test drive. Client wanted our office to know of his concern. Client suggested that the dealership look at the fluid when diagnosing and check for metal shavings. Apologized to client for the failure and advised him that his concerns would be reviewed with Delray Acura.

*** CASE MODIFY 10/2/02 8:55:11 AM, rgibbons
into WIP Andy Coleman and Status of Solving.

*** COMMIT 10/2/02 9:03:36 AM, rgibbons, Action Type :

*** NOTES 10/2/02 9:04:36 AM, rgibbons, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

Case History

Case ID : B012002-09-3000267

Case Title

- TRANSMISSION

This customer contacted our office regarding the following issue(s):

Spoke to client and reviewed his concern. Client states that his vehicle suddenly downshifted into 2nd gear while driving on the hwy. Client states that it was towed to Palm Beach Acura and they expect to get the replacement trans in tomorrow. Client was upset about the fact that Delray Acura looked at the vehicle a few days prior to the failure and said that they could not find anything wrong with the transmission. Client states that he brought it to their attention that there was a trans concern. Client states that they only test drove the vehicle for 3 miles and found no problem. Client states that he was told that they could not replace the trans until it failed. Client felt that more could have been done to diagnose the concern. Client felt that more should have been done other than a 3 miles test drive. Client wanted our office to know of his concern. Client suggested that the dealership look at the fluid when diagnosing and check for metal shavings. Apologized to client for the failure and advised him that his concerns would be reviewed with Delray Acura.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Robert Gibbons
Acura Client Services*** CASE MODIFY 10/2/02 9:04:39 AM, rgibbons
into WIP Andy Coleman and Status of Solving.*** SUBCASE B012002-09-3000267-1 CLOSE 10/2/02 9:05:15 AM, rgibbons
Status = Solving, Resolution Code = Instruction Given*** CASE MODIFY 10/2/02 9:05:16 AM, rgibbons
into WIP Andy Coleman and Status of Solving.*** CASE CLOSE 10/2/02 9:05:19 AM, rgibbons
Status = Closed, Resolution Code = Instruction Given, State = Open*** CASE RULE ACTION 10/28/02 7:58:29 AM, sa
Action owner - 30 days of rule Case Closure fired*** CASE RULE ACTION 11/11/02 7:58:29 AM, sa
Action owners super - 45 days of rule Case Closure fired

Case Details

Case ID :	B012002-10-0200809	Division :	Acura - Auto	Condition :	Closed	Open Date :	10/2/2002 11:24:36
Case Originator :	Man Phan	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/4/2002 10:47:50
Case Owner :	Geremy Birkinshaw	Method :	Phone	Queue :		Days Open :	2
		Point of Origin :	Customer	Wipbin :			
Case Title :	-AT-CURRY-TRANS FAILED			No. of Attachments :	1		

Site / Contact Info :

Site Name :
 Dealer No :
 Site Phone No :
 Contact Name :
 Day Phone No :
 Evening Phone No :
 Cell / Pager No :
 Fax No :
 Address :
 City / State / Zip : GLENSALE, NY
 E Mail :
 Service District No :
 Sales District No :

Product Info :

Unit Owner :
 VIN Type / No : US VIN / 19UYA42621A022667
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4261FNW / B
 Miles / Hours : 35,000
 In Service Date : 5/22/01
 Months In Use : 17
 Engine Number : J32A21015231
 Originating Dealer No. / Name : 251462 / DEVAN ACURA OF NORWALK
 Selling Dealer No. / Name : 251247 / CURRY ACURA
 Trim : TYPE-S
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

Current Dealer Info :

Current Dealer No. / Name :
 Phone No :
 Address :
 City / State / Zip :
 Service District No :
 Sales District No :
 Warranty Labor Rate / Date :
 Agent Name :

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues:

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-10-0200809-	PROD Subcase Close	Product	Operation	218	Automatic Trans	

AMERICAN HONDA

CUSTOMER SATISFACTION SURVEILLANCE SYSTEM

Spool Report

Run Date : 10/23/02

Issue Details

Issue ID : B012002-10-0200809-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Jeremy Birkinshaw	Type 2 : Operation	Status : Subcase Close	Open Date : 10/2/02 2:13:55 PM
Issue Owner : Jeremy Birkinshaw		Queue :	Close Date : 10/4/02 10:47:47 AM
Issue Title : - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision in Favor Of :

Resolutions : Documented Concern , Under Investigation ,

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount : /

Incidental Type 2 / Amount : /

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-10-0200809

Case Title :

AT-CURRY-TRANS FAILED

***NOTES LOG 10/02/02 11:24:36 AM mphan

Client stated that her trans failed again and she no longer wants her car and she wants to end her lease. Client stated that she is so upset she wants the car to blow up. Client stated had she got into an accident she would be my boss right now. Client stated that her trans went out on her last year and this is unacceptable, she wants to end this lease.

*** NOTES 10/02/2002 11:24:55 mphan Action Type: Call from Customer

I advised her that I will leave a message for the case manager:

*** NOTES 10/02/2002 14:12:28 ghirkins Action Type: Call to Customer

Left message.

*** SUBCASE B012002-10-0200809-1 10/2/2002 2:13:55 PM ghirkins

*** COMMIT 10/02/2002 14:15:06 ghirkins Action Type: N/A

*** NOTES 10/02/2002 15:36:27 mhunter Action Type: Call from Customer

Client states the transmission has failed for the second time. Client states she was going 60 mph and the car practically stopped. Client states she does not feel the vehicle is safe anymore. Client states the vehicle has had numerous problems including tires, wheels, seats, and two transmission failures. Client states she is angry because Roadside would not tow the vehicle to where the first transmission was replaced, but instead wanted to tow the vehicle to the closest dealership. Client requests her concern expedited.

Client states she will be more than happy if she is reimbursed a lease payment or some form of compensation.

Case History

Case ID : B012002-10-0200809

Case Title :

I-AT-CURRY-TRANS FAILED

*** NOTES 10/03/2002 14:27:12 gbirkins Action Type: Field/DSM

DPSM Amy states that this client does need a new transmission. Amy states we should try and please them any way possible, and if she doesn't except the car back to review it with Frank in mediation.

*** FULFILL 10/03/2002 14:27:53 gbirkins Action Type: N/A

*** COMMIT 10/03/2002 14:28:10 gbirkins Action Type: N/A

*** NOTES 10/04/2002 10:36:03 gbirkins Action Type: Letter/Fax

Received fax from client's father stating that he feels this defect is a safety concern, and he will go lemon law if AHM doesn't cooperate.

*** NOTES 10/04/2002 10:37:45 gbirkins Action Type: Call to Customer

Talked to who states he will be happy with a tradeout into another '03 CL-S. Advised client I was forwarding his request to the mediation department for assistance.

*** NOTES 10/04/2002 10:40:32 gbirkins Action Type: Call to Dealer

SM Larry states this client's reman transmission should be at the dealer Tuesday and be repaired Thursday. SM states when the original transmission failed last year, it was down for 30 days.

*** NOTES 10/04/2002 10:41:58 gbirkins Action Type: Note-Resolution

Forwarding case information to Frank Swartwout for review of tradeout. Closing case.

Case Details

Case ID : B012002-10-1600408 Division : Acura - Auto Condition : Closed Open Date : 10/16/2002 9:43:48
 Case Originator : edward lau Sub Division : Customer Relations Status : Closed Close Date : 10/24/2002 10:51:28
 Case Owner : Shonte Shoppard Method : Mail Queue : Days Open : 8
 Point of Origin : Customer Wipbln :
 Case Title : SANTA MONICA ACURA-TRANSMISSION CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No :
 Site Phone No :
 Contact Name :
 Day Phone No :
 Evening Phone No :
 Cell / Pager No :
 Fax No :
 Address :
 City / State / Zip : LOS ANGELES, CA
 E Mail :
 Service District No :
 Sales District No :

Current Dealer Info :

Current Dealer No / Name : 251042 / SANTA MONICA ACURA
 Phone No : 310-829-1113
 Address : 1717 SANTA MONICA BL
 City / State / Zip : SANTA MONICA, CA 90404
 Service District No : 01B
 Sales District No : A01
 Warranty Labor Rate / Date : \$79.00 /
 Agent Name :

Product Info :

Unit Owner :
 VIN Type / No : US VIN / 19UYA42632A002431
 Model / Year : 3.2CL / 2002
 Model ID / Product Line : YA4262FNW / B
 Miles / Hours : 11,280
 In Service Date : 12/11/01
 Months In Use : 10
 Engine Number : J32A22001159
 Originating Dealer No. / Name : 251432 / ACURA OF THE DESERT
 Selling Dealer No. / Name : 251042 / SANTA MONICA ACURA
 Trim : TYPE S
 No. Of Doors : 2
 Transmission Code : SAT
 Exterior Color : WX
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-10-1600408-1	Subcase Close	Product	Operation	218	Automatic Trans	

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 10/23/2

Issue Details

Issue ID : B012002-10-1600408-1	Type 1 : Product	Condition : Closed	Wipbln :
Issue Originator : Shonté Sheppard	Type 2 : Operation	Status : Subcase Close	Open Date : 10/16/02 1:32:46 PM
Issue Owner : Shonté Sheppard		Queue :	Close Date : 10/24/02 10:51:25 AM
Issue Title : PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Other 218X

Campaign Code / Desc :

Involved Party :

Document Ref. # :

Resolved Through :

Decision in Favor Of :

Resolution :

NPS Number :

Recall Warranty

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursed Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case ID : B012002-10-1600408

Case Title :

SANTA MONICA ACURA-TRANSMISSION CONCERN

***NOTES LOG 10/16/02 09:43:49 AM ehen

Client's nickname is . Client states he experienced a sudden downshift in his vehicle while driving on the Freeway. Client states he had difficulties with roadside assistance getting him set up with towing and a loaner car. Client states the vehicle was towed to Norm Reeves Acura for repairs. Client states SA, Lou, told him the solenoid needed replacing. Client states the vehicle continues to jerk and shift roughly after the repair. Client states he took vehicle to Santa Monica for further inspection. Client states the SA, Dan, could reproduce the problems and questioned if he really had the problems. Client states he became upset that his integrity is being questioned. Client states Dan informed him the transmission could not be replaced/repared if it is working fine. Client states he no longer feels safe driving his vehicle. Client is requesting the transmission be replaced. Client states he has owned Hondas in the past and wishes to purchase Acura vehicles in the future.

*** NOTES WITH COMMITMENT 10/16/2002 13:32:41 shepper Action Type: Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/17/02 1

This customer contacted our office regarding the following issue(s):

Client's nickname is David. Client states he experienced a sudden downshift in his vehicle while driving on the Freeway. Client states he had difficulties with roadside assistance getting him set up with towing and a loaner car. Client states the vehicle was towed to Norm Reeves Acura for repairs. Client states SA, Lou, told him the solenoid needed replacing. Client states the vehicle continues to jerk and shift roughly after the repair. Client states he took vehicle to Santa Monica for further inspection. Client states the SA, Dan, could not reproduce the problems and questioned if he really had the problems. Client states he became upset that his integrity is being questioned. Client states Dan informed him the transmission could not be replaced/repared if it is working fine. Client states he no longer feels safe driving his vehicle. Client is requesting the transmission be replaced. Client states he has owned Hondas in the past and wishes to purchase Acura vehicles in the future.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action: Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Shonte Sheppard

Acura Client Services

Case History

Case ID : B012002-10-1600408

Case Title :

SANTA MONICA ACURA-TRANSMISSION CONCERN

*** SUBCASE B012002-10-1600408-1 10/16/2002 1:32:46 PM ssheppar

*** NOTES 10/17/2002 15:28:27 ssheppar Action Type: Call to Dealer

Spoke with John, SM

Stated the client did receive a transmission replacement and he has not contact them back since that repair. Stated the client did receive assistance at another Acura dealership and they replace the shift solenoids in the transmission.

*** NOTES 10/22/2002 13:40:27 ssheppar Action Type: Call to Customer

Left client a message to contact ACS to discuss his concerns.

*** NOTES 10/24/2002 10:50:45 ssheppar Action Type: Letter/Fax

Sent client a f/u letter:

October 24, 2002

Los Angeles, CA

Dear

We appreciate your contact to the Acura Client Service office. We regret to learn of any difficulties that you have had with your 2002 Acura 3.2CL.

In speaking with John, Service Manager of Santa Monica Acura, we understand that your concerns were addressed to your satisfaction. If this is not correct information, we would appreciate a call from you at your earliest convenience. If you have additional questions or concerns, please contact our office at 800-382-2238

Case History

Case ID : B012002-10-1600408

Case Title :

SANTA MONICA ACURA-TRANSMISSION CONCERN

Again, we are sorry for any inconvenience you have experienced. Thank you for relating your experience to us and allowing us the opportunity to respond.

Sincerely,

SERVICE OPERATIONS

AMERICAN HONDA MOTOR CO., INC.

Shonté Sheppard

Acura Client Services

Case Details

Case ID : B012002-10-1800114 Division : Acura - Auto Condition : Closed Open Date : 10/18/2002 7:37:29
 Case Originator : Meagan Pendergest Sub Division : Customer Relations Status : Closed Close Date : 10/18/2002 9:02:29
 Case Owner : Meagan Pendergest Method : Phone Queue : Days Open : 0
 Point of Origin : Customer Wipbin :
 No. of Attachments : 0

Case Title : TRANSMISSION FAILURE

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : POTOMAC, MD
 E Mail :
 Svc District / Site District : /

Current Dealer Info :

Current Dealer No. / Name : 251057 / ROSENTHAL ACURA
 Phone No. : 301-840-9333
 Address : 623 N. FREDERICK AVE.
 City / State / Zip : GAITHERSBURG, MD 20879
 Svc District / Site District : 02B / C02
 Warranty Labor Rate / Date : \$78.50 /
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-10-1800114-1 /	PRODUCT	Subcase Close	Product	Operation	218	Automatic Trans
B012002-10-1800114-2	LITERATURE	Subcase Close	Literature	Request		

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56641A018683
 Model / Year : 3.2TL / 2001
 Model ID / Product Line : UA5661JTW / B
 Miles / Hours : 23,500
 In Service Date : 12/23/00
 Months in Use : 22
 Engine Number : J32A13419749
 Originating Dealer No. / Name : 251098 / NORRIS ACURA WHST
 Selling Dealer No. / Name : 251057 / ROSENTHAL ACURA
 Trim : 3.2TL
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Spool Report

Run Date : 10/29/2002

Issue Details

Issue ID : B012002-10-1800114-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Meagan Pendergast	Type 2 : Operation	Status : Subcase Close	Open Date : 10/18/02 8:03:01 AM
Issue Owner : Meagan Pendergast		Queue :	Close Date : 10/18/02 8:03:19 AM
Issue Title : RODUCT: REPLACEMENT			

Coding Info :

Labor Code : ~~2182~~ ~~2182~~ ~~2182~~

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Provided Information ,

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount : /

Incidental Type 2 / Amount : /

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claims Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Spool Report

Run Date : 10/29/2002

Issue Details

Issue ID : BO12002-10-1800114-2	Type 1 : Literature	Condition : Closed	Wipbin :
Issue Originator : Meagan Pendergast	Type 2 : Request	Status : Subcase Close	Open Date : 10/18/02 8:03:23 AM
Issue Owner : Meagan Pendergast		Queue :	Close Date : 10/18/02 8:03:30 AM
Issue Title : - LITERATURE - REQUEST			

Coding Info :

Labor Code / Desc :

Condition Code Desc :

Campaign Code / Desc :

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions :

Provided Information :

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial Number :

Check Requisition No. :

Division :

Orientation Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.

Part Description

BO Reason

Claim Auth Notes :

Spool Report

Run Date : 10/29/2002

Case History

Case ID : B012002-10-1800114

Case Title :

TRANSMISSION FAILURE

***NOTES LOG 10/18/02 07:37:30 AM mpenderg

Client states he vehicle is at the dealership right now. Client states she needs a new transmission.

*** CAMPAIGN CHECK 10/18/02 07:37:35 AM mpenderg

The following Campaign information was found

02-027; L73; 2000-03 TRANS WARRANTY EXT;;

*** NOTES 10/18/2002 07:44:44 mpenderg Action Type: Call from Customer

Client states her vehicle stopped while driving on the highway. Client states her vehicle went to the dealership to pick up the loaner vehicle yesterday and the dealership advised him that the transmission being installed in her vehicle will be a remanufactured transmission. Client states she does not feel this is right. Client states she thinks that her vehicle is only two years old, she should be getting a brand new transmission. Client states she bought this vehicle because it was supposed to be a reliable vehicle. Client states now she doesn't feel that this is a reliable vehicle anymore.

*** NOTES 10/18/2002 08:02:56 mpenderg Action Type: Note-General

Apologized to client for her transmission failure. Advised client I would explain what a remanufactured transmission is, so that she could better understand. Advised client there are three different types of transmissions, a new one, a used one, and a remanufactured transmission. Advised client a new transmission is one that is built new and has never been used. Advised client a used transmission is one that has failed and only the failed parts are replaced, and then installed into a vehicle. Advised client a remanufactured transmission is one that is removed from the vehicle, sent to our remanufactured facility, all of the parts that can wear, meaning any wear and tear parts are replaced. Advised client essentially only the metal casing that holds the transmission together is replaced. Advised client only new vehicles are equipped with new transmissions. Advised client when a transmission fails we replace it with a remanufactured transmission. Advised client we would never install a used transmission. Advised client another thing that sets a remanufactured transmission apart from a used one is that it is rebuilt in a special facility, that is a sterile, clean environment, very different than that of a service bay at a dealership where used transmissions are repaired. Advised client if you know anything about transmissions, you would know that if even the smallest amount of dirt gets inside the transmission it will cause it to fail. Advised client I would send her brochure clearly explaining what a remanufactured transmission is and what the process is in remanufacturing them.

Also advised client that there was an increased number of failures in our transmissions, more than AHM would like, so as a result, AHM, in terms of customer satisfaction, has decided to extend the warranties on the transmissions, for up to 7 years, or 100k miles. Advised client this will hopefully give her some

Spot Report

Case History

Case ID : B012002-10-1800114

Case Title :

TRANSMISSION FAILURE

assurance that if her vehicle's transmission does fail beyond the original manufacturer's warranty, that she will not have to incur the cost of replacing it.

Again, apologized to client and advised her that I would document her concerns and take note that she is not satisfied.

*** SUBCASE B012002-10-1800114-1 10/18/2002 8:03:01 AM mpenderg

*** SUBCASE B012002-10-1800114-2 10/18/2002 8:03:23 AM mpenderg

*** NOTES 10/18/2002 09:02:19 mpenderg Action Type: Note-General

I sent client the remanufactured transmission brochure.

Attachment Q2-B

Tech Line Contact Report

T/L Ref #:	Created By:	Date Created:	Last Edited By:	# of Edits:
843815	JOHNS	05/22/2000	PAULI	15

Code: Original Complaint:

2510 DWNSHFTED SELF @70

Alt Codes:

KB Source:

Title/Subject:

Probable Cause: Solution:

7/11: VERIFIED FAULTY PCM @AHM

Status: P HAM

Mileage:

1000

<p>Dealer #: 251287</p> <p>Dir Cont: ROY TZ: 2</p> <p>Serv Ph: (501) 444-8800</p> <p>Serv Mgr: ROY KECK</p> <p>Dir Name: NELMS ACURA</p> <p> 1418 W. SHOWROOM DRIVE</p> <p> FAYETTEVILLE, AR 72704</p> <p>Phone: 501-444-8800 Fax #: (501) 621-7740</p> <p>DSM Name: LARRY TORRI Zone/Dist: 06/A</p> <p>Phone: (310) 781-8789 -15451</p>	<p>VIN: 19UUA5680YA035443 Err:</p> <p>Year: 2000 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: PREMIUM</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 8CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans#: </p> <p>Em Type: W.O.B. #: 21780 Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

05/22/00 09:58:15 JOHNS:----->CUSTOMER STATES THAT THEY WERE ACCELERATING
 ----->ONTO THE FREEWAY AND WERE AT ABOUT 70 MPH WHEN
 ----->THE VEHICLE DOWNSHIFTED SELF INTO 2ND
 ----->GEAR, LOCKED UP THE WHEELS TILL VEHICLE CAME
 ----->WAY DOWN IN SPEED; CUSTOMER ALSO NOTICED AT
 ----->THAT TIME THE MANUAL GEAR SELECTION LED
 ----->DISPLAY SHOWED ALL SEGMENTS LIT WHICH DISPLAY
 ----->A "E", NO CODES OR WARNING LIGHTS ON AT THIS
 ----->TIME; CANNOT PRODUCE ANY PROBLEMS, AUTO AND
 ----->MANUAL SHIFTING OK, LED MANUAL SHIFT DISPLAY OK
 POSS PCM??? NO KNOWN ISSUES OR PREVIOUS CALLS, PROBLEMS, PRODUCE, CONTACT DSM FOR POSS PCM
 REPLACEMENT; IF PCM IS REPLACED, WILL WANT PART FOR REVIEW
 05/22/00 10:02:12 JOHNS:
 PENDING FYI TO: HOWARDM, DAVIDN
 05/23/00 09:43:27 JOHNS: CB TECH ROY PER TRANS SPECIALIST REQUEST; INSTRUCTED TECH TO REPLACE
 PCM; WILL WANT PART, CAR WITH CUSTOMER NOW, TO RETURN POSSIBLY THIS WEEK, DEALER TO CB WHEN PCM
 READY FOR PICK UP
 05/23/00 09:49:31 JOHNS:
 PENDING FYI TO: HOWARDM, DAVIDN
 PENDING PARTS REQUIRED, TO: PAULI
 05/23/00 13:47:15 PAULI:----->WILL PICKUP PCM FOR M/E
 05/23/00 14:05:04 PAULI:----->FAXED SHIP REQUEST
 05/23/00 16:33:09 DAVIDN:----->REQUESTED PART TO TEST.
 06/02/00 09:19:11 TOMP:----->ROY:
 ----->INSTALLED NEW PCM.
 ----->BRAKE CODE WONT START ENGINE.
 USE HAND BRAKE, REWRITE PCM?
 06/14/00 13:22:28 ROBERTG:----->DAVEN, PCM IS ON YOUR SHELF
 06/14/00 15:55:08 DAVIDN:----->WE HAD A SIMILAR t/l CONTACT RECENTLY, DLR
 CONFIRMED THAT IT WAS A COUNTERSHAFT SPEED SENSOR. THE PROBLEM TRANSFERRED TO DONOR CAR. IF
 CAR COMES BACK, REPLACE THE COUNTERSHAFT SPEED SENSOR.
 06/15/00 04:59:22 HOWARDM:----->DAVID N.

Tech Line Contact Report

T/L Ref #:	Created By:	Date Created:	Last Edited By:	# of Edits:
843815	JOHNB	05/22/2000	PAULI	15

----->ARE WE GOING TO PUT THIS PCM IN ENG VEHICLE

----->FOR TEST?

06/15/00 11:16:46 DAVIDN:----->YES, I WILL WRITE THE WORK ORDER 21780.

07/11/00 12:30:08 DAVIDN:----->DROVE VEHICLE TODAY AND CONFIRMED SELF

DOWNSHIFT, WILL FORWARD PCM TO HAM.

07/12/00 12:55:07 RONM:----->DAVE, WHEN YOU CONFIRM THAT A PART WAS FAULTY,
PLEASE PUT A DATE STAMP IN THE ONE LINER AND UPDATE THE INFO AS SHOWN. CONFIRMED PARTS ARE
GREAT DATA POINTS AND WE NEED TO CAPTURE.

07/13/00 09:35:16 ROBERTG:----->PCM SENT TO HAM

A/B #411097085798

Tech Line Contact Report

T/L Ref #: 912489	Created By: TOMP	Date Created: 01/11/2001	Last Edited By: TOMP	# of Edits: 1
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Code: Original Complaint:
2510 EAT,NO CDE,AFTER O/H

Probable Cause; Solution:
UNKNOWN;

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 105622

<p>Dealer #: 251416</p> <p>Dir Cont: STEVE TZ: 2</p> <p>Serv. Ph: (817) 244-1111</p> <p>Serv Mgr: TOM VANDYNE</p> <p>Dir Name: MAC CHURCHILL ACURA 3125NORTHEAST LOOP 820 FORT WORTH, TX 76137</p> <p>Phone: 817-367-4000 Fax #: (817) 367-8899</p> <p>DSM Name: STEVE BANDERS Zone/Dist: 06 / B</p> <p>Phone: (310) 781-6799 - 15431</p>	<p>VIN: 19UYA2246VL017873 Err:</p> <p>Year: 1997 Model: 3.0CL</p> <p>Tran: 4AT Trim/Grade: BASE</p> <p>Doors: 2DR WD: 2</p> <p>Fact: EAST Country: USA</p> <p>Deac: 3.0CL 2DR 6CYL 200.0HP 3.0L</p> <p>Acc: P/S, SUN ROOF, ABS, AIR BAG, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
---	--


Tech Line Suggests

Information from Dealer

01/11/01 13:35:06 TOMP:----->TRANS STOPPED PULLING, ENGINE WOULD REV, CAR
----->WOULD NOT MOVE.
----->AFTER O/H, CLUTCHES AND CHECKED V/B;
----->SHUDDERS 1>2, 2>3 HARSH. WHEN COMING TO STOP
----->FEELS LIKE TRANS GOES INTO NEUTRAL STATE FOR A
----->FEW SECONDS.
----->HAVE CODE 70 STORED IN ECM BUT NO CODE STORED
----->IN TCM, THAT ACURA PGM TESTER WILL READ.
----->THE GENERIC PART OF TESTER SAYS DATA OR
----->COMMUNICATION FAILURE?

NO REPAIR INFO TO HELP YOU.

TRY JUMPING SC6 CONNECTOR TO CHECK FOR CODES.

 U.S. Department of Transportation National Highway Traffic Safety Administration	Auto Safety Hotline Vehicle Owner's Questionnaire NATIONWIDE 1-800-424-8383 DC METRO AREA (202) 366-0123 INTERNET: http://www.nhtsa.dot.gov	FOR AGENCY USE ONLY 255	
	Data Received 23-AUG-2002	Ed_or rt_dt pd_rt up_jtr Reference No. 708123	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.
 Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION							
Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> 19UYA2246VL017673	Vehicle Make ACURA	Vehicle Model 3.2CL	Vehicle Year 2002	Current Odometer Reading			
Purchase Date 01-JUN-2000	Dealer's Name _____		Engine Size (CID/CC) 3.2		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injected		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____		No. Cylinders _____				
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passenger's Side Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport UT <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION-AUTOMATIC		Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement	
No. of Failure 1	Date(s) of Failure(s) 10-DEC-2000	Mileage at Failure(s) 113226	Vehicle Speed at Failure(s) 35	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form.)					
Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)
TRANSMISSION - FIRST SIGN CAME WHEN I WAS DRIVING DOWN THE HIGHWAY AND THE GEARS WOULD BEGIN SLIPPING. DIDN'T NOTICE UNTIL I HEARD THE ENGINE RPM'S REV HIGH. EACH DAY FOR THE NEXT TWO DAYS THE SYMPTOMS BEGAN TO WORSEN. BY THE SECOND DAY, THE TRANSMISSION COULDN'T FIND ANY GEARS. WINDOW REGULATOR - JUST ONE DAY, I PRESSED THE DOWN WINDOW BUTTON AND I HEARD POP, AND THE WINDOW JUST SLID ALL THE WAY INTO THE DOOR.

CONTINUE ON 255-710000

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

T/L Ref #: 966071	Created By: JAMESV	Date Created: 07/12/2001	Last Edited By: JAMESV
			# of Edits: 1

Code: Original Complaint:
P1750 MECH PROB @HYDRCLC SYS

Probable Cause; Solution:
REMAN A/T ORDERED 7/12/01

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 11271

Dealer #: 251003 Dir Cont: MARK TZ: 3 Serv. Ph: (954) 587-1111 Serv Mgr: SHAWN POTSANDER Dir Name: RICK CASE ACURA 875 NORTH STATE RD.7 PLANTATION, FL 33317 Phone: 954-587-1111 Fax #: (954) 327-0232 DSM Name: RON RESNICK Zone/Dist: 04/H Phone: (310) 781-8789 - 15428	VIN: 19UYA426X1A028935 Err: Year: 2001 Model: 3.2CL Tran: 5AT Trim/Grade: TYPE S Doors: 2DR WD: 2 Fact: MARYSVILL Country: USA Desc: 3.2CL 2DR TYPE S 60YL 280.0HR 3.2L Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA Engine #: Trans: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

07/12/01 09:23:11 JAMESV:----->REMAN A/T ORDERED 7/12/01

----->SLIPS

07/12/01 09:23:17 JAMESV:-----(call back)----->MARK SVC.

*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

- 1.) DID THE CHECK ENGINE LIGHT COME ON?----->YES
IF SO, WHAT WAS THE CODE?----->P1750
- 2.) WERE YOU ABLE TO REPEAT THE CODE?----->YES
- 3.) WAS THE ECU REPLACED?----->NO
- 4.) WERE ANY SOLENOIDS REPLACED?----->YES, LIN SOL
- 5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
PROBLEM?----->NORMAL OP
- 6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
- 7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
- 8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
PROBLEM?----->HEAVY
- 9.) GENERAL COMMENTS/INFORMATION?----->P1750, SLIPPED IN 3RD FLUSHED SWAPPED LIN SOL
----->SLIP WAS GONE, AFTER 20 MILES ON HWY AT 80 MPH
----->WHEN KICKING IN PASSING GEAR CAR D-SHIFTED TO
----->SECOND AND STARTED SHIFTING ERRATICALLY.
WAS CK ENG LIGHT ON AT THIS POINT?----->NO DIDN'T CODE TILL I GOT INTO MY NEIGHBORHOOD
----->THEN IT WOULDN'T COME OUT OF 2ND GEAR NO MATTER
----->IF YOU WERE DOING 60 OR 30. COMING BACK THIS
----->MORNING DRIVING NORMALLY NO PROBLEMS.
WAS CK ENG LIGHT ON AT THIS POINT?----->YES, DRIVES FINE AS LONG AS YOU DONT HAMMER
----->IT. THIS IS A TYPE S WITH A YOUNG OWNER.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8363
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 256

Date Received

08-SEP-2001

Od or
rt dt
nd rt
up tr

Reference No.

751823

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
19UYA428X1A028835	ACURA	3.2TL	2001	

Purchase Date 01-DEC-2000	Dealer's Name	Engine Size (CID/CYL) 3.2L	Turbo Diesel Gas Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No Cylinders	<input checked="" type="checkbox"/>
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> Passenger's Side Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport Utility Truck Motorcycle	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part's Original Replacement
No. of Failure 1	Date(s) of Failure(s) 10-JUL-2001 11271 Mileage at Failure(s) 45	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damaged	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

MANY ACURA 3.2 CL OWNERS HAVE BEEN REPORTING TRANSMISSION FAILURES, AS WELL AS ACURA 3.2 TL OWNERS, WHO HAVE THE SAME TRANSMISSION UNITS IN THEIR CARS, AND BELIEVE THAT THIS MAY BE A SAFETY HAZARD. IF THE TRANSMISSION FAILURE OCCURS WHILE DRIVING THE VEHICLE, THE VEHICLE SOMETIMES SLOWS DOWN ABRUPTLY, ESPECIALLY WHEN THE DRIVER IS ACCELERATING. FOR EXAMPLE, WHEN TRYING TO PASS SOMEONE, THE TRANSMISSION WILL SUDDENLY LEAVE THE ENGINE REVVING HIGH, BUT THE CAR WON'T ACTUALLY ACCELERATE AND ACTUALLY SLOWS DOWN, SOMETIMES VERY NOTICEABLY. THIS CAN CAUSE SOMEONE TO REAR END YOU IF THEY'RE COMING UP FROM BEHIND YOU NOT EXPECTING YOU TO SUDDENLY COME TO HALT FOR NO APPARENT REASON. ALSO, IT SEEMS THAT HONDA/ACURA MAY HAVE KNOWN ABOUT THIS PROBLEM WITH ITS AUTOMATIC TR

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

T/L Ref#: 977712	Created By: SCOTTS	Date Created: 08/17/2001	Last Edited By: KEITHC	# of Edits: 3
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Code: Original Complaint:

2513 SURPRISE DOWNSHIFT

Probable Cause; Solution:

PCM?; CK SHIFT SOL W/PGM, SWAP PCM

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage:

21530

<p>Dealer #: 251415</p> <p>Dir Cont: MARK/ARMONDO TZ: 0</p> <p>Serv. Ph: (925) 674-8800</p> <p>Serv. Mgr: JOHN DIGGS</p> <p>Dir Name: ACURA OF CONCORD 1340 CONCORD AVENUE CONCORD, CA 94520-4908</p> <p>Phone: 925-674-1900 Fax #: (925) 674-0842</p> <p>DSM Name: GARY B BARR Zone/Dist: 01 / E</p> <p>Phone: - 15483</p>	<p>VIN: 19UUA66851A015324 Err:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: 3.2TL</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

08/17/01 14:19:53 SCOTTS:----->THE CUSTOMER COMPLAINT IS TRANS WAS JERKING.
----->NO CODES, PERFORM TRANS FLUSH AND TEST DRIVE.
----->FOUND THAT CAR WILL DOWNSHIFT FOR NO REASON
----->ON THE HWY AND BARK THE TIRES WHEN DOING SO.

MONITOR PCM TRANS COMMAND WHEN PROBLEM
IS HAPPENING. IF POSS SWAP K/G PCM AND TEST
DRIVE.
08/20/01 11:12:26 JIMM:----->ARMONDO. THE CAR WILL NOT SHIFT CORRECTLY AND
----->WILL SUPRIZE DOWNSHIFT.

DID YOU CK THE SHIFT SOL V WHEN THE SHIFTS
HAPPEN?----->I DIDNT. ALSO THE SPORT MODE SHIFT LIGHT
FLASHES FROM 2-3 AND 3-2 BACK AND FORTH WHEN
NOT IN SPORT MODE SOMETIMES. ALSO THE CAR
WILL NOT MANUAL SHIFT.----->CONFIRM THE SHIFT INFO W/PCM AND SWAP A PCM.
08/20/01 14:17:58 KEITHC:----->REPLACED PCM, ONLY SHIFTS 1-2-5 FROM D1
----->IN D4, D5 STARTS OFF 4TH, 5TH
FOLLOW SOL CHART IN 9/M----->I THINK ITS IN THE TRANS
THEN ORDER A REMAN

Tech Line Contact Report

T/L Ref #: 980050	Created By: JAMESV	Date Created: 08/27/2001	Last Edited By: HOWARDM
			# of Edits: 3

Code: Original Complaint:
2510 D- SHIFTED 76 MPH.

Probable Cause; Solution:
REMAN A/T ORDERED 8/27/01

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 4436

<p>Dealer #: 251257</p> <p>Dir Cont: ROBERT TZ: 3</p> <p>Serv. Ph: (732) 776-5200</p> <p>Serv Mgr: EARL BUCHANAN</p> <p>Dir Name: ACURA OF OCEAN 808 ROUTE 35 NORTH OCEAN, NJ 07712-</p> <p>Phone: 732-776-5200 Fax #: (732) 889-2699</p> <p>DSM Name: STEVE NELSON Zone/Dist: 02 / A</p> <p>Phone: (856) 886-3650 - 15962</p>	<p>VIN: 19UUA58632A014304 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: 3.2 TL</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 6CYL 2250HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

08/27/01 12:47:25 JAMESV:----->REMAN A/T ORDERED 8/27/01

----->DOWNSHIFTED GOING 70 MPH.

08/27/01 12:47:39 JAMESV:---- (call back) ---->EARL SVC.

SYMPTOMS?----->CAR TOWED IN WONT MOVE CUSTOMER SAID D-SHIFTED

----->BY ITSELF AT 75 MPH. TRANS IS BROKEN.

CUSTOMER HIT SHIFTER?----->I DONT THINK SO.

08/30/01 08:26:31 HOWARDM:----->(JOE W. ANNA)

----->WOULD LIKE TO CALL DEALER AND POSSIBLE VISIT.

OK

08/31/01 06:08:31 HOWARDM:----->(JOE W. ANNA)

----->TALKED TO EARL B. S/M.

----->TRANS IS SHOT AND WONT MOVE AT ALL AND WE ARE

----->CALLING IT IN.

OK.

Tech Line Contact Report

T/L Ref #: 984229	Created By: JOHNB	Date Created: 09/11/2001	Last Edited By: JEFFN
			# of Edits: 7

Code: Original Complaint:

2510 TRANS DWNSHFTS SELF 5-1

Probable Cause; Solution:

REMAN A/T ORDERED 9/17/01; WILL RESEARCH AND CB

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 27900

<p>Dealer #: 251002</p> <p>Dir Cont: DAVID BROCK TZ: 0</p> <p>Serv. Ph: (503) 292-0882</p> <p>Serv Mgr: GABE MATOS</p> <p>Dir Name: RON TONKIN ACURA 9655 S.W. CANYON RD. PORTLAND, OR 97225-2809</p> <p>Phone: 503-292-0882 Fax #: (503) 292-1771</p> <p>DSM Name: CORY ROMONOSKY Zone/Dist: 01 / J</p> <p>Phone: - 15453</p>	<p>VIN: 18UUA56691A015898 Err:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: 3.2TL</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR-BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

09/11/01 09:18:11 JOHNB:----->CUSTOMER IS FROM SEATTLE AND HAS BROUGHT THE
----->CAR TO US; THEY CLAIM THE CAR WILL DO A 5-1
----->DOWNSHIFT AT FREEWAY SPEEDS AND THIS HAS
----->OCCURRED 5 TIMES ON THEM SINCE THE LAST
----->DEALER, WE CANNOT PRODUCE
ANY CODES PRESENT----->NONE
HAS ANY ONE SPOKEN TO CUSTOMER IN DETAIL----->NO, BUT MY MANAGER DID CALL THE OTHER DEALER
----->AND THEY STATED THEY COULD NOT FIX
WILL PERFORM SOME RESEARCH AND CALL YOU BACK
----->I AM DAVID BROCK
09/11/01 09:38:54 JOHNB:CB DEALER 251092 PER REF# 981380; SPOKE TO "KELLY"; KELLY INFORMED ME
THAT THEY WERE IN THE PROCESS OF OBTAINING A PCM FOR TEST, AND THE SELLING DEALER OF CAR
251002 CALLED THEM AND TOLD THEM TO HAILT ON ANY REPAIRS; A "GABE" AT RON TONKIN ACURA SAID
DTM AND HIS DEALER WANT THE CAR PUT BACK TOGETHER AND TOWED TO THEIR SHOP; SO KELLY FOLLOWED
THEIR DESIRES; KELLY WAS ALSO INFORMED THAT RON TONKIN WAS GOING TO TRADE CUSTOMER OUT OF CAR
AND THEN FIX IT THEMSELVES.
09/11/01 09:44:02 JOHNB:CB DEALER 251002, INFORMED DAVID WITH THE INFORMATION FROM DEALER
251092 HINSHAW'S ACURA, AND DAVID STATED HE WAS AWARE OF THAT, BUT KNOWS OF NO INVOLVEMENT OF
THE DSM IN THIS SITUATION; I ASKED WHY HE DID NOT INFORM US OF THIS CONDITION, AND HE STATED
BECAUSE WE WANTED OUR OPINION AND KNOWN FAILURES BEFORE CONTACT DSM.
FORWARD CONTACT PERSONALLY TO: HOWARDM
09/11/01 11:14:36 HOWARDM:----->(DAVE HUNTER, DSM)
----->I HAVE BEEN IN CONTACT WITH BOTH DEALERS AND
----->CUSTOMER WANTED CAR BROUGHT BACK TO THIS
----->DEALER.
OK. PLEASE HELP THE CUSTOMER OUT ABOUT
THIS CAR,----->OK.
09/14/01 15:18:12 GARYR:----->DAVID, CAN'T GET THE BRAKE CODE TO WORK OR
----->PCM TESTER TO PROGRAM DONOR PCM.
CUT INTEGRA KEY AND TAPE DONOR IMMOBI KEY TO
THE BACK.
09/14/01 15:35:23 TIMJ:----->I DROVE IT, ON UPSHIFTS IT WAS PRETTY BASHH.

Tech Line Contact Report

T/L Ref #:
984229

Created By:
JOHNS

Date Created:
09/11/2001

Last Edited By:
JEFFN

of Edits:
7

----->AT 40 MPH IT WAS IN 4TH GEAR, THEN IT SUDDENLY
----->DROPPED TO 1ST GEAR. THROTTLE STEADY AND
----->LIGHT. THAT WAS THE ONLY TIME IT HAPPENED. IT
----->IS THE SAME WITH THE NEW PCM.
ONLY DOWNSHIFTED ONE TIME FOR YOU----->YES.
BEFORE OR AFTER NEW PCM----->BEFORE.
STILL SHIFTS HARD AFTER PCM----->YES.
REMAN TRANS. KEEP NEW PCM IN THERE.
09/17/01 12:10:09 JAMESV:----->REMAN A/T ORDERED 9/17/01
----->ERRATIC SHIFT
09/20/01 13:21:07 JEFFN: UPDATE: FORWARDED INFO AND DISCUSSED THIS SITUATION WITH AEP (STEVE
BRUNS). THEY ARE CURRENTLY INVESTIGATING THIS SITUATION BUT HAVE BEEN UNABLE TO VERIFY
SYMPTOM AS OF YET.----->09/20/01 13:33:50 JEFFN:

Tech Line Contact Report

T/L Ref #: 993570	Created By: JAMESV	Date Created: 10/11/2001	Last Edited By: JAMESV	# of Edits: 1
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Code: Original Complaint:
2510 5-1 D-SHIFT

Probable Cause; Solution:
REMAN A/T ORDERED 10/11/01

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 25809

Dealer #: 251387 Dir Cont: PAT TZ: 3 Serv. Ph: (770) 823-9211 Serv Mgr: TOM HAUSER Dir Name: ACURA CARLAND 3403 SATELLITE BL DULUTH, GA 30096 Phone: 770-823-8211 Fax #: (770) 813-5819 DSM Name: BILL BLANCHARD Zone/Dist: 04 / D Phone: (310) 784-8799 - 15912	VIN: 19UUA68891A025175 Err: Year: 2001 Model: 3.2TL Tran: 5AT Trim/Grade: 3.2TL Doors: 4DR WD: 2 Fact: MARYSVILL Country: USA Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA Engine #: Trans: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

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10/11/01 09:45:07 JAMESV:----->REMAN A/T ORDERED 10/11/01
----->SLIPS IN ALL GEARS.
10/11/01 09:49:01 JAMESV:-----(call back)----->FRED SVC.
SYMPTOMS?----->WONT FULL JUMPS IN AND OUT OF GEAR SELF
----->D-SHIFT 5-1.
*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
   IF SO, WHAT WAS THE CODE?----->
2.) WERE YOU ABLE TO REPEAT THE CODE?----->
3.) WAS THE ECU REPLACED?----->NO
4.) WERE ANY SOLENOIDS REPLACED?----->NO
5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
   PROBLEM?----->BOTH HOT AND COLD
6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
   DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
   PROBLEM?----->LIGHT OT MOD
9.) GENERAL COMMENTS/INFORMATION?----->WONT FULL JUMPS OUT OF GEAR 5-1 D-SHIFT. FLUID
----->FULL AND CLEAN.
  
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Tech Line Contact Report

T/L Ref #: 1000441	Created By: JAMESV	Date Created: 11/02/2001	Last Edited By: JAMESV	# of Edits: 1
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Code: Original Complaint:
2610 NO POWER, WONT ENGAGE REV

Probable Cause; Solution:
REMAN A/T ORDERED 11/2/01

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 24167

Dealer #: 261197		VIN: 18UUA56891AD09384	Err:
Dir Cont: BOB	TZ: 0	Year: 2001	Model: 3.2TL
Serv. Ph: (818) 907-4468		Tran: 5AT	Trim/Grade: 3.2TL
Serv Mgr: JOHN WILLIAMS		Doors: 4DR	WD: 2
		Fact: MARYSVILL	Country: USA
Dir Name: KEYES ACURA		Dest: 3.2TL 4DR 6CYL 225.0HP 3.2L	
5905 VAN NUYS BLVD.		Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA	
VAN NUYS, CA 91401-		Engine #:	Trans#:
Phone: 818-782-1120	Fax #: (818) 908-8041	Em Type:	
DGM Name: RICK KRAMER	Zone/Dist: 01 / B	W.O.R:	Parts Req #:
Phone: (310) 781-8798 - 15959			

Tech Line Suggests

Information from Dealer

11/02/01 16:38:29 JAMESV:----->REMAN A/T ORDERED 11/2/01
----->NO POWER, WONT ENGAGE REVERSE
11/02/01 16:38:45 JAMESV:----->BOB SVC.
SYMPTOMS?----->I'M NOT THE TECH
WHO IS?----->HOLD ON
11/02/01 16:43:16 JAMESV:----->
STILL ON HOLD

Tech Line Contact Report

TL Ref #: 1001007	Created By: JAMESV	Date Created: 11/06/2001	Last Edited By: JAMESV	# of Edits: 2
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Code: Original Complaint:
2510 D-SHIFTS TOO FAR, SLIPS 2-3

Probable Cause; Solution:
REMAN A/T ORDERED 11/6/01

Alt Codes:

Status:

KB Source: Title/Subject **Mileage:** 34823

<p>Dealer #: 251480</p> <p>Dir Cont: BRIAN TZ: 2</p> <p>Serv. Ph: (972) 984-8000</p> <p>Serv Mgr: BOB</p> <p>Dir Name: DAVID MCDAVID ACURA 4051 W. PLANO PARKWAY PLANO, TX 75063-</p> <p>Phone: 972-984-8000 Fax #: (972) 984-8088</p> <p>DSM Name: LARRY TORRI Zone/Dist: 06 / A</p> <p>Phone: (310) 781-6799 - 15431</p>	<p>VIN: 19UUA5663YA050878 Err:</p> <p>Year: 2000 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: PREMIUM</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L</p> <p>Acc: P/B, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

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11/06/01 11:05:34 JAMESV:----->REMAN A/T ORDERED 11/6/01
----->SHIFTS TOO FAR, SLIPS 2-3, D4 LIGHT FLASHING
----->SHIFTING UP SLAMS INTO GEAR.
11/06/01 11:06:15 JAMESV:-----(call back)----->BRIAN SVC. ON T/D WONT BE BACK TILL AFTER
----->LUNCH.
LEFT MESSAGE FOR CALL BACK.
11/06/01 11:24:07 JAMESV:----->BRIAN SVC. SHIFTING ERRATIC 40-50 MPH
----->D-SHIFTED BY SELF THEN STUCK IN 2ND.
CODES?----->P0730, P0780
FREEZE DATA?----->NO
CLEAR CODES T/D?----->CLEARED CODES I DODN'T TRY DRIVING IT AGAIN.
    
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Tech Line Contact Report

T/L Ref #: 1005835	Created By: JAMESV	Date Created: 11/21/2001	Last Edited By: JAMESV	# of Edits: 1
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Code: Original Complaint:
2530 CAR WNT MOVE IN GR

Probable Cause; Solution:
REMAN A/T ORDERED 11/21/01

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 27232

<p>Dealer #: 251057</p> <p>Dir Cont: BILL TZ: 3</p> <p>Serv. Ph: (301) 840-9333</p> <p>Serv Mgr: STEVE BENACK</p> <p>Dir Name: ROSENTHAL ACURA 823 N. FREDERICK AVE. GAITHERSBURG, MD 20878-</p> <p>Phone: 301-840-0333 Fax #: (301) 840-0339</p> <p>DSM Name: KARL LUKASZEWICZ Zone/Dist: 02 / E</p> <p>Phone: - 15438</p>	<p>VIN: 19UYA42841A032830 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trim/Grade: TYPE S</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2CL 2DR TYPE S 80YL 280:0HP 3.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

11/21/01 16:11:00 JAMESV:----->REMAN A/T ORDERED 11/21/01
----->WILL NOT MOVE

Multiple incident

See also

Attachment Q2-A

BDI 2002-05-1500716

Tech Line Contact Report

T/L Ref #: 1006643	Created By: KEITHC	Date Created: 11/27/2001	Last Edited By: KEITHC	# of Edits: 1
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Code: Original Complaint:
2610 DOWN SHIFT,SKIDS TIRES

Probable Cause; Solution:
VARIFY COMPLAINT

Alt Codes:

Status:

KB Source: **Title/Subject** **Mileage:** **13169**

Dealer #: 251214 Dir Cont: GARY TZ: 0 Serv Ph: (408) 358-8080 Serv Mgr: TERRY PITTS Dir Name: LOS GATOS ACURA 18151 LOS GATOS BLVD. LOS GATOS, CA 95032- Phone: 408-358-8000 Fax #: (408) 358-0351 DSM Name: ROSS WESNER Zone/Dist: 01 / H Phone: - 15050	VIN: 19JLUA6870YA054342 Em: Year: 2000 Model: 3.2TL Tran: 5AT Trim/Grade: NAVI Doors: 4DR WD: 2 Fact: MARYSVILL Country: USA Desc: 3.2TL 4DR NAVI 6CYL 225.0HP 3.2L Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

11/27/01 10:34:35 KEITHC:----->CUST SAYS DRIVING AT 55, WENT TO ACCELL
 ----->TRANS DOWN SHIFTED SEVERAL GEARS, SKIDDED
 ----->TIRES
 CAN YOU DUP----->NO, HAVE NOT DRIVEN
 NEED TO VARIFY COMPLAINT

Tech Line Contact Report

T/L Ref #: 1014428	Created By: JAMESV	Date Created: 12/21/2001	Last Edited By: JAMESV
		# of Edits: 1	

Code: Original Complaint: 2513 ERRATIC SHIFTS,D-SHIFTS TO 1ST
Probable Cause; Solution: REMAN A/T ORDERED 12/21/01

Alt Codes: **Status:**

KB Source: **Title/Subject:** **Mileage:** 17558

Dealer #: 251041 Dir Cont: TRACY PARTS TZ: 3 Serv Ptn: (770) 422-7817 Serv Mgr: JOEY KELLEY Dir Name: NALLEY ACURA 1355 COBB PKWY SOUTH MARIETTA, GA 30060-3742 Phone: 770-422-4441 Fax #: (770) 590-4158 DSM Name: MICHAEL WOODEN Zone/Dist: 04 / C Phone: (310) 781-8799 - 16981	VIN: 19UUA56691A014208 Err: Year: 2001 Model: 3.2TL Tran: 5AT Trm/Grade: 3.2TL Doors: 4DR WD: 2 Fact: MARYSVILL Country: USA Desc: 3.2TL 4DR 8CYL 225.0HP 3.2L Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

12/21/01 12:35:40 JAMESV:----->REMAN A/T ORDERED 12/21/01
 ----->DROPS TO 1ST WHILE DRIVING.
 12/21/01 12:41:18 JAMESV:-----(call back)----->MICHAEL BOYER OUT TO LUNCH
 LEFT MESSAGE FOR CALL BACK.
 12/21/01 13:33:36 JAMESV:----->MIKE BOYER SVC.
 SYMPTOMS?----->SELF D-SHIFT 5-1 LOCKS UP THE WHEELS. THEN
 ----->BANGS BACK INTO GEAR.
 *****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

- 1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
 IF SO, WHAT WAS THE CODE?----->
- 2.) WERE YOU ABLE TO REPEAT THE CODE?----->
- 3.) WAS THE ECU REPLACED?----->NO
- 4.) WERE ANY SOLENOIDS REPLACED?----->NO
- 5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
 PROBLEM?----->HOT
- 6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
 DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
- 7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
- 8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
 PROBLEM?----->STEADY
- 9.) GENERAL COMMENTS/INFORMATION?----->DROPS TO FIRST WHILE DRIVING

Tech Line Contact Report

T/L Ref #: 1016158	Created By: GREGF	Date Created: 01/02/2002	Last Edited By: GREGF
			# of Edits: 1

Code: Original Complaint:
2510 NO REVERSE, DOWN SHIFTS ON OWN

Probable Cause; Solution:
REMAN A/T ORDERED 1/2/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 18731

<p>Dealer #: 251034</p> <p>Dir Cont: SHAWN SVC. TZ: 2</p> <p>Serv Ph: (504) 484-4004</p> <p>Serv Mgr: RANDALL VARNER</p> <p>Dir Name: WALKER ACURA</p> <p>8951 VETERANS BLVD</p> <p>METairie, LA 70003</p> <p>Phone: 504-484-4004 Fax #: (504) 486-8550</p> <p>DSM Name: RICHARD KAHL Zone/Dist: 06 / D</p> <p>Phone: - 15885</p>	<p>VIN: 19UUA56602A002532 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Tran: BAT Tran/Code: 3.2 TL</p> <p>Doors: 4DR W/O: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

01/02/02 12:55:15 GREGF:----->REMAN A/T ORDERED 1/2/02

----->NO REVERSE, GOES INTO 1ST AT 50 MPH.

01/02/02 12:57:25 GREGF:----- (call back) ----->SHAWN SVC.

SYMPTOMS?----->ONCE WARM LOOSES REVERSE, AND WILL DOWN SHIFT

----->TO 1ST ON IT OWN.

CODES?----->OUR SCAN TOOL ISN'T WORKING RIGHT.

FLUID?----->BURNT AND SMELLS BAD.

Tech Line Contact Report

T/L Ref #: 1016922	Created By: PETERL	Date Created: 01/02/2002	Last Edited By: JAMESV
			# of Edits: 2

Code: Original Complaint:
2510 SURPRISE DWN SHIFT

Probable Cause; Solution:
ATR; PCM?; SWAP WITH K/G

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 16497

<p>Dealer #: 251267</p> <p>Dir Cont: MIKE TZ: 3</p> <p>Serv Ph: (919) 969-2272</p> <p>Serv Mgr: PERRY SHIFFITT</p> <p>Dir Name: PERFORMANCE ACURA 1810 DURH.CHAP.HIL.BLV CHAPEL HILL, NC 27615</p> <p>Phone: 919-942-3191 Fax #: (919) 932-2561</p> <p>CRM Name: MARK SIMPSON Zone/Dist: 04 / A</p> <p>Phone: (310) 781-6799 - 15486</p>	<p>VIN: 19UJAS6802A004007 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Trim: SAT Trim/Grade: TYPE-S</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR TYPE-S 6CYL 280.0HP 3.2L</p> <p>Acc: P/B SUN ROOF, ABS, AIR BAG, USA</p> <p>Engine #: Trans:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

01/02/02 12:19:37 PETERL:----->CUST COMPLAINT TRANS WILL NOT SHIFT GEARS
----->I HAVE TRANS CODE P0730. I TEST DROVE AND
----->IT WILL SHIFT FROM 1ST>2ND REAL FAST
----->WHILE DRIVING IT WILL SHIFT TO R AND SKID
----->THE TIRES. IT HAPPEN 2X
SO SKIDS TIRES----->YES I THINK ITS A COMMAND PROBLEM BUT I ALSO
----->BELIEVE TRANS IS HURT.;
SWAP PCM TO VERIFY FIXES SURPRISE DOWN SHIFT
IF YES THEN CONSULT DEM ABOUT THE TRANS.
WE MAY WANT THE PCM SO C/B WITH INFO
01/07/02 09:59:48 JAMESV:----->REMAN A/T ORDERED 1/7/02
----->NO REVERSE
01/07/02 10:00:12 JAMESV:-----(call back)---->MIKE M. SVC.
SWAP PCM?----->NO I HAVEN'T HAD A CHANCE WE HAD ALOT OF SNOW
----->SND THE CAR IS BURIED I'M GOING TO DO IT IN
----->THE NEXT HOUR. AND I'LL CALL YOU BACK.
WHAT WAS SYMPTOMS?----->HAS NO REVERSE, AND D-SHIFTS BY ITSELF TO
----->EITHER 1ST OR REV I'M NOT SURE.

Tech Line Contact Report

T/L Ref #: 1016391	Created By: GREGF	Date Created: 01/02/2002	Last Edited By: GREGF
			# of Edits: 1

Code: Original Complaint:
2511 HARD DWNShift INTO 1ST

Probable Cause; Solution:
REMAN A/T ORDERED 1/2/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 19753

Dealer #: 251387 Dir Cont: JEFF SVC, TZ: 0 Serv. Ph: (916) 334-8300 Serv Mgr: LARRY REUTER Dir Name: NIELLO AQUA 4608 MADISON AVENUE SACRAMENTO, CA 95841- Phone: 916-334-6300 Fax #: (916) 334-4255 DSM Name: GARY B BARR Zone/Dist: 01 / E Phone: - 15483	VIN: 19U1A42671A028447 Em: Year: 2001 Model: 3.2CL Tran: 5AT Trim/Grade: TYPE S Doors: 2DR WD: 2 Fact: MARYSVILL Country: USA Desc: 3.2CL 2DR TYPE S 6CYL 260.0HP 3.2L Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA Engine #: Trans#: Em Type: W.O.#: Parts-Req #:
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Tech Line Suggests

Information from Dealer

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01/02/02 16:26:36 GREGF:----->REMAN A/T ORDERED 1/2/02
----->HARD DOWNSHIFT INTO 1ST, SHUDDERS ON UPSHIFT
----->IN 3RD.
01/02/02 16:27:12 GREGF:----- (call back) ----->JEFF SVC.
SYMPTOMS?----->SHUDDERS ON UPSHIFT INTO 3RD. SHUDDERS WORST
----->IF YOU MANUALLY SHIFT IT TO 3RD.
CODES?----->DON'T REMEMBER, LOOKED AT CAR LAST WEEK AND
----->DON'T HAVE R.O.
FLUID?----->LOOKS BURNED, CAR HAS HEADERS ON IT, I BELIVE
----->IT GETS A REALLY GOOD WORK OUT. IT ALSO HAS A
----->HARD DOWNSHIFT INTO 1ST.
TRY ANYTHING?----->NO IT SHUDDERS REALLY BAD, I DIDN'T THINK ANY
----->THING WOULD HELP WITH IT AS BAD AS IT IS.
  
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Tech Line Contact Report

T/L Ref #: 1027791	Created By: GREGF	Date Created: 02/06/2002	Last Edited By: GREGF	# of Edits: 2
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Code: Original Complaint:
2513 DWNSHFTS AT 60 MPH

Probable Cause; Solution:
REMAN A/T ORDERED 2/8/02

Alt Codes:

Status:

KB Source: Title/Subject: Mileage: 15059

Dealer #: 251174 Dir Cent: MIKE TZ: 3 Serv. Ph: (703) 502-3711 Serv Mgr: DENNIS CONKLIN Dir Name: POHANKA ACURA 13911 LEE JACKSON HWY CHANTILLY, VA 20151- Phone: 703-988-8800 Fax #: (703) 227-0892 DSM Name: KARL LUKASZEWICZ Zone/Dist: 02 / E Phone: - 15438	VIN: 1BUJA427B1A025095 Err: Year: 2001 Model: 3.2CL Tran: 5AT Trim/Grade: TYPSSNAV Doors: 2DR WD: 2 Fact: MARYSVILL Country: USA Desc: 3.2CL 2DR TYPE S NAVI 6CYL 260.0HP 3.2L Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

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02/06/02 07:40:24 GREGF:----->REMAN A/T ORDERED 2/6/02
----->DWNSHFTS AT 60 MPH.
02/06/02 07:40:40 GREGF:----- (call back) ----->MIKE.
*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
   IF SO, WHAT WAS THE CODE?----->
2.) WERE YOU ABLE TO REPEAT THE CODE?----->
3.) WAS THE ECU REPLACED?----->NO
4.) WERE ANY SOLENOIDS REPLACED?----->NO
5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
   PROBLEM?----->OP
6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
   DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
   PROBLEM?----->MODERATE, NORMAL CRUISING SPEED.
9.) GENERAL COMMENTS/INFORMATION?----->WHEN DRIVING ON FREEWAY CAR FEELS LIKE ITS
----->GOING IN AND OUT OF GEAR RAPIDLY.WILL ONLY DO
----->IT HOT.ALBO WHEN COMING TO A STOP FEELS LIKE
----->GOING OUT OF GEAR.
FLUID?----->BURNT.
02/08/02 07:49:35 GREGF:----->REMAN A/T ORDERED 2/8/02
----->RECIEVED WRONG TRANS.
  
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Tech Line Contact Report

T/L Ref #: 1831510	Created By: GREGF	Date Created: 02/19/2002	Last Edited By: GREGF
			# of Edits: 1

Code: Original Complaint:
2510 WON'T ENGAGE

Probable Cause; Solution:
REMAN A/T ORDERED 2/19/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 32876

Dealer #: 251361 Dir Cont: ELI Serv. Ptc: (818) 222-5555 Serv Mgr: MAX FOWLER Dir Name: ACURA 101 WEST 24650 CALABASAS ROAD CALABASAS, CA 91302-1426 Phone: 818-222-5555 Fax #: (818) 223-2797 DSM Name: RICK KRAMER Zone/Dist: 01 / B Phone: (310) 781-8799 - 15959	VIN: 19UJA42861A021772 Em: Year: 2001 Model: 3.2CL Trim: 6AT Trim/Grade: TYPE S Doors: 2DR WB: 2 Fact: MARYSVILL Country: USA Desc: 3.2CL 2DR TYPE S 6CYL 260.0HP 3.2L Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

02/19/02 08:29:43 GREGF;----->REMAN A/T ORDERED 2/19/02
 ----->WON'T ENGAGE.

Tech Line Contact Report

T/L Ref #: 1033408	Created By: GREGF	Date Created: 02/25/2002	Last Edited By: GREGF
			# of Edits: 2

Code: Original Complaint:
2510 DWSHIFTS AT HWY SPEEDS

Probable Cause; Solution:
REMAN A/T ORDERED 2/25/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 19893

<p>Dealer #: 251415</p> <p>Dir Cont: ED TZ: 0</p> <p>Serv. Ph: (925) 674-8900</p> <p>Serv Mgr: JOHN DIGGS</p> <p>Dir Name: ACURA OF CONCORD 1340 CONCORD AVENUE CONCORD, CA 94520-4908</p> <p>Phone: 925-674-1900 Fax #: (925) 674-0842</p> <p>DSM Name: BARRY CHANDLER Zone/Dist: 01/E</p> <p>Phone: (310) 781-6799 - 15950</p>	<p>VIN: 19UUA58702A005214 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: TL NAVI</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR NAVI 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TDS, LEATHER, USA</p> <p>Engine #: Trans #:</p> <p>Em Type: Parts Req #:</p> <p>W.O. #:</p>
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Tech Line Suggests

Information from Dealer

02/25/02 13:05:56 GREGF:----->REMAN A/T ORDERED 2/25/02

----->DWSHIFTS AT HWY SPEEDS.

02/25/02 13:07:11 GREGF:----- (call back) ----->ED, HE'S NOT HERE. ED WORKS SPLITS AND WON'T

----->BE IN TILL WEDNESDAY.

----->ONE THERE WHO CAN GIVE ME INFO ON TRANS

ORDERED FOR 02 TL?----->NOT REALLY.

ANYTHING WRITTEN ON R.O.?----->ALL IT SAYS IS -CALL TECH LINE. MAY NEED TRANS

----->OR PCM.

SO HE'S NOT SURE WHAT IT NEEDS?----->I GUESS.

WILL HOLD TRANS TILL TECH DECIDES

WHAT CAR NEEDS.----->OK.

C/B WITH INFO.----->OK.

GAVE PHONE#.

02/25/02 18:07:27 GREGF:----->FRED, C/B ON TRANS.

OK, WHAT YOU GOT?----->CAR FEELS LIKE ITS LOCKING UP ON SHIFTS. AT

----->TIMES IT WILL ACTUALLY CHIRP THE TIRES. THEN

----->IT WILL GO AGAIN.

Tech Line Contact Report

T/L Ref #: 1033724	Created By: JAMESV	Date Created: 02/26/2002	Last Edited By: JAMESV
			# of Edits: 1

Code: Original Complaint:
2510 WONT GO INTO GEAR

Probable Cause; Solution:
REMAN A/T ORDERED 2/26/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 26154

Dealer #: 251024 Dir Cont: CHRIS Serv. Ph: (904) 725-8000 Serv Mgr: TODD THIGPEN Dir Name: DUVAL ACURA 10100 ATLANTIC BLVD JACKSONVILLE, FL 32225-6506 Phone: 904-725-8000 Fax #: (904) 725-7773 DSM Name: Kurt Perko Zone/Dist: 04 / E Phone: (310) 781-6799 - 15825	VIN: 19UYA428X1A011289 Err Year: 2001 Model: 3.2CL Tran: 5AT Trim/Grade: TYPE S Doors: 2DR WD: 2 Fact: MARYSVILL Country: USA Desc: 3.2CL 2DR TYPE S 6CYL 260.0HP 3.2L App: P/S, S/R, SRS AIR BAGS, LEATHER, USA Engine #: Trans #: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

02/26/02 09:17:20 JAMESV:----->REMAN A/T ORDERED 2/26/02

----->WONT GO INTO GEAR.

02/26/02 09:17:53 JAMESV:-----(call back)----->CHRIS SVC.

*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

- 1.) DID THE CHECK ENGINE LIGHT COME ON?----->YES
IF SO, WHAT WAS THE CODE?----->HOLD ON I'LL GET IT.
STAYED ON HOLD 19 MIN.
- 2.) WERE YOU ABLE TO REPEAT THE CODE?----->
- 3.) WAS THE ECU REPLACED?----->
- 4.) WERE ANY SOLENOIDS REPLACED?----->
- 5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
PROBLEM?----->WARM
- 6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
DYNAMIC (MOVING) CONDITION OR BOTH?----->BOTH
- 7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
- 8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
PROBLEM?----->LIGHT
- 9.) GENERAL COMMENTS/INFORMATION?----->AFTER 5 MIN OF DRIVING IF YOU ACCEL AT ANY
----->SPEED IT WILL GO INTO NEUTRAL THEN YOU HAVE TO
----->STOP SHUT IT DOWN AND LET IT COOL BEFORE THE
----->VEHICLE WILL MOVE AGAIN.
WHAT GEAR?----->SEEMS TO BE 3RD AND 4TH.

Tech Line Contact Report

T/L Ref #: 1034454	Created By: JAMESV	Date Created: 02/27/2002	Last Edited By: JAMESV	# of Edits: 1
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Code: Original Complaint:
2510 SKIPS 3RD ON D-SHIFT

Probable Cause; Solution:
REMAN A/T ORDERED 2/27/02

Alt Codes:

Status:

KB Source: Title/Subject: Mileage: 18499

Dealer #: 251105 Dir Cont: BILL TZ: 0 Serv. Ph: (408) 247-7422 Serv Mgr: JON KUSHNER		VIN: 19UUA56611A023078 Err: Year: 2001 Model: 3.2TL Tran: 6AT Trim/Grade: 3.2TL Doors: 4DR WD: 2 Fact: MARYSVILL Country: USA Spec: 3.2TL 4DR BOYL 2250HP 3.2L Acc: PS STEER ABS AIR BAG TCS LEATHER USA Engine: 2.4L 4CYL 16V W.O. #:	
Off Name: STEVENS CREEK ACURA 4747 STEVENS CREEK BL. SANTA CLARA, CA 95051-8758 Phone: (408) 247-7422 Fax #: (408) 281-1285 Off Name: ROSS WESNER Zone/Dist: 01 / H Phone: - 15252			

Tech Line Suggests

Information from Dealer

02/27/02 15:00:31 JAMESV:----->REMAN A/T ORDERED 2/27/02
 ----->SKIPS 3RD ON D-SHIFT.

Tech Line Contact Report

T/L Ref #: 1036486	Created By: JAMESV	Date Created: 03/06/2002	Last Edited By: JAMESV	# of Edits: 1
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Code: Original Complaint:

2510 SELF D-SHIFT TO 1ST @ 60 MPH

Probable Cause; Solution:

REMAN A/T ORDERED 3/5/02

Alt Codes:

Status:

KB Source: Title/Subject: Mileage: 17759

<p>Dealer #: 251470</p> <p>Dir Cont: BRAD TZ: 2</p> <p>Serv. Ph: (817) 467-1000</p> <p>Serv Mgr: DENNIS</p> <p>Dir Name: VANDERGRIFF-ACURA</p> <p>1393420 EAST</p> <p>ARLINGTON, TX 76018</p> <p>Phone: 817-467-1000 Fax: (817) 468-8134</p> <p>DSM Name: STEVE SANDERS Zone/Dist: 0518</p> <p>Phone: (310) 781-8799 - 15431</p>	<p>VIN: 19UUA56812A021365 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: TYPE-S</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILLE Country: USA</p> <p>Desc: 3.2L 4DR TYPE-S 60ZL 260.0HP 3.2L</p> <p>Acc: 4/S, SUNROOF, ABS, AIRBAG, USA</p> <p>Engine #: Trans:</p> <p>Est Type:</p> <p>W.O.R: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

03/06/02 08:26:17 JAMESV:----->REMAN A/T ORDERED 3/5/02

----->SELF D-SHIFT TO 1ST @ 60 MPH

Tech Line Contact Report

T/L Ref #: 1037035	Created By: JAMESV	Date Created: 03/07/2002	Last Edited By: JAMESV	# of Edits: 1
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Code: Original Complaint:

2610 FALSE N 2-3 SELF D-SHIFT 5-1

Probable Cause; Solution:

REMAN A/T ORDERED 3/7/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 11997

Dealer #: 251438	VIN: 19UUA568X2A019781	Err:
Dir Cont: TOMMY	Year: 2002	Model: 3.2TL
Serv. Ph: (516) 625-7070	Tran: 5AT	Trim/Grade: TYPE-S
Serv Mgr: KENT GRANT	Doors: 4DR	WD: 2
DL Name: FALLIE ACURA	Fact: MARYSVILL	Country: USA
1750 NORTHERN BLVD.	Desc: 3.2L 4DR TYPE-S 5CYL 260 HP 32L	
ROSLYN, NY 11576	Acc: P/B, SUN ROOF, ABS, AIRBAG, USA	
Phone: 516-625-7070	Engin:	Trans:
DSM Name: AMY TEERLINCK	Eng Type:	
Phone: -16451	W.O.R.:	Parts Req:
Fax #: (516) 990-5857		
Zone/Dist: 051F		

Tech Line Suggests

Information from Dealer

03/07/02 10:25:27 JAMESV:----->REMAN A/T ORDERED 3/7/02

----->JUMPS IN AND OUT OF GEAR.

03/07/02 10:27:20 JAMESV:-----(call back)----->TOMMY SVC.

*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

- 1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
IF SO, WHAT WAS THE CODE?----->
- 2.) WERE YOU ABLE TO REPEAT THE CODE?----->
- 3.) WAS THE ECU REPLACED?----->NO
- 4.) WERE ANY SOLENOIDS REPLACED?----->NO
- 5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
PROBLEM?----->WASN'T AS BAD WHEN COLD
- 6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
- 7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
- 8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
PROBLEM?----->ANY
- 9.) GENERAL COMMENTS/INFORMATION?----->FREE REVS IN 2ND AND 3RD GEAR LIKE A FALSE
----->NEUTRAL. SELF D-SHIFT FROM 5-1 OR 5-2.

Tech Line Contact Report

T/L Ref #: 1040907	Created By: GREGF	Date Created: 03/19/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 DWNSHFTS @ HWY SPEEDS

Probable Cause; Solution:
REMAN A/T ORDERED 3/19/02

Alt Codes:

Status:

KB Source: **Title/Subject:** **Mileage:** 23119

<p>Dealer #: 251214</p> <p>Dir Cont: JEREMY TZ: 0</p> <p>Serv. Ph: (408) 358-8000</p> <p>Serv Mgr: TERRY PITTS</p> <p>Dir Name: LOS GATOS ACURA 16161 LOS GATOS BLVD. LOS GATOS, CA 95032-</p> <p>Phone: 408-358-8000 Fax #: (408) 358-0351</p> <p>DSM Name: ROSS WESNER Zone/Dist: 01/H</p> <p>Phone: -15252</p>	<p>VIN: 19UUA56721A012745 Err:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: TL NAVI</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR NAVI 60Y L 2250HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIRBAG, TCS, LEATHER, USA</p> <p>Engine #: Trans #:</p> <p>Em Type: W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

03/19/02 17:02:14 GREGF:----->REMAN A/T ORDERED 3/19/02
----->DWNSHFTS @ HWY SPEEDS.

Tech Line Contact Report

T/L Ref #: 1041162	Created By: GREGF	Date Created: 03/20/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:

2510 DROPS TO 1ST @ HWY SPEEDS

Probable Cause; Solution:

REMAN A/T ORDERED 3/20/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 22873

<p>Dealer #: 251032</p> <p>Dir Cont: JERRY TZ: 0</p> <p>Serv. Ph: (858) 541-0600</p> <p>Serv Mgr: BRUCE BERGEN</p> <p>Dir Name: CUSH AGURA</p> <p>5202 KEARNY MESA ROAD</p> <p>SAN DIEGO, CA 92111</p> <p>Phone: (858) 541-0600 Fax: (858) 541-0657</p> <p>DSM Name: SEAN PALMER Zone/Dist: 01 / D</p> <p>Phone: (310) 781-8799 - 15955</p>	<p>VIN: 19UYA426X1A034596 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trim/Grade: TYPE S</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2CL 2DR TYPE S 6CYL 200.0HP 3.2L</p> <p>App: P/S, S/R, SRS AIRBAGS, LEATHER, USA</p> <p>Engine #: Trans #:</p> <p>Em Type:</p> <p>W/O: Parts Req #:</p>
---	--

Tech Line Suggests

Information from Dealer

03/20/02 13:15:11 GREGF, ----->REMAN A/T ORDERED 3/20/02
 ----->DROPS TO 1ST @ HWY SPEEDS.

Tech Line Contact Report

T/L Ref #: 1045742	Created By: GREGF	Date Created: 04/04/2002	Last Edited By: GREGF
			# of Edits: 1

Code: Original Complaint:
2520 SLOW TO ENGAGE, 2500-3000 RPM

Probable Cause; Solution:
REMAN A/T ORDERED 4/4/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 25673

<p>Dealer #: 251150</p> <p>Dir Cont: MARIO TZ: 1</p> <p>Serv. Ph: (801) 595-1111</p> <p>Serv Mgr: TODD SNOW</p> <p>Dir Name: JODY WILKINSON ACURA 1111 SOUTH MAIN ST. SALT LAKE CITY, UT 84111</p> <p>Phone: 801-595-1111 Fax #: (801) 323-0491</p> <p>DSM Name: JAMES FLEURY Zone/Dist: 06/E</p> <p>Phone: -15474</p>	<p>VIN: 19UYA42891A038297 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trim/Grade: TYPE S</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2CL 2DR TYPE S 60YL 200.0HP 3.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
---	---

Tech Line Suggests

Information from Dealer

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04/04/02 12:29:51 GREGF:----->REMAN A/T ORDERED 4/4/02
----->SLOW TO ENGAGE, 2500-3000 RPM.
04/04/02 12:30:05 GREGF:----- (call back) ----->MARIO.
*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
   IF SO, WHAT WAS THE CODE?----->
2.) WERE YOU ABLE TO REPEAT THE CODE?----->
3.) WAS THE ECU REPLACED?----->NO
4.) WERE ANY SOLENOIDS REPLACED?----->NO
5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
   PROBLEM?----->WELL, THEY BROUGHT IT IN IN FEB.
NO, WHAT WAS CAR TEMP AT TIME OF PROBLEM?----->OH, IT WAS WARM.
6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
   DYNAMIC (MOVING) CONDITION OR BOTH?----->BOTH
7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5-R
8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
   PROBLEM?----->ABOUT 1/2
9.) GENERAL COMMENTS/INFORMATION?----->WHEN GETTING ON THE FREEWAY I WILL STEP ON THE
----->GAS AND IT WILL JUST REV, GOES TO 7000 RPM.
----->THEN GOES UP AND DWN, BUT WON'T GO INTO GEAR.
----->PUT IN REVERSE AND MAKES A CLANKING NS BUT
----->WON'T ENGAGE. CAR WAS TOWED IN.
  
```



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9383
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 209

Date Received

04-APR-2002

Del_or
nt_dt
ed_rt
ur_Nr

Reference No.

780282

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of identification on driver's side)</small> 19UYA42891A038297	Vehicle Make ACURA	Vehicle Model CL	Vehicle Year 2001	Current Odometer Reading
--	-----------------------	---------------------	----------------------	--------------------------

Purchase Date 01-JUL-2001	Dealer's Name	Engine Size (CID/CC/L) 3.2L	Turbo Diesel Gas Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No. Cylinders	<input checked="" type="checkbox"/>
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passenger's Side Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN: TRANSMISSION: AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 03-APR-2002	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 25600		
	Vehicle Speed at Failure(s) 10		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatality 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	--------------------------------	-------------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION COMPLETELY DISENGAGES AT ABOUT 2500 TO 3000 RPM'S AND THE ENGINE SHOOT'S UP TO REDLINE. ACURA IS WELL AWARE THAT THEY HAVE A PROBLEM WITH THESE TRANSMISSIONS, AND NEEDS TO TAKE CORRECTIVE ACTION ON FIXING ALL OF THEM OUT THERE. THIS POSES AN EXTREME SAFETY CONCERN.*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Case Detail Report

Case ID: B012002-04-2400012

Case Details

Case ID : B012002-04-2400012 Division : Acura - Auto Condition : Closed Open Date : 4/24/2002 6:17:27 AM
 Case Originator : Robert Craig Sub Division : Customer Relationship Status : Closed Close Date : 4/29/2002 3:00:52 PM
 Case Owner : Robert Craig Method : Mail Queue : Days Open : 5
 Point of Origin : Customer Wipbln :
 Case Title : ANDREW RAMSEY - EXTENDED WARRANTY ON TRANNY No. of Attachments : 4

Site / Contact Info :

Site Name : ANDREW RAMSEY 1383
 Dealer No. :
 Site Phone No. : 801-952-0270
 Contact Name : ANDREW RAMSEY
 Day Phone No. : 801-952-0270
 Evening Phone No. : 435-843-9868
 Cell / Pager No. :
 Fax No. :
 Address : 1383 E. 970 NORTH
 City / State / Zip : TOOELE, UT 84024
 E-Mail :
 Svc District / Sls District :

Product Info :

Unit Owner : ANDREW RAMSEY 1383
 VIN Type / No. : US VIN / 19UYA42691A038297
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4261FNW/B
 Miles / Hours :
 In Service Date : 7/23/01
 Months in Use : 9
 Engine Number : J32A21025282
 Originating Dealer No. / Name : 251054 / MIKE HALE ACURA
 Selling Dealer No. / Name : 251054 / MIKE HALE ACURA
 Trim : TYPE-S
 No. of Doors : 2
 Transmission Code : SAT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 251150 / JODY WILKINSON ACURA
 Phone No. : 801-595-1111
 Address : 1111 SOUTH MAIN ST.
 City / State / Zip : SALT LAKE CITY, UT 84111
 Svc District / Sls District : 06E / C06
 Warranty Labor Rate / Date : \$77.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-04-2400012-1 / ANDREW RAMSEY - PRO	Subcase Close	Product	Operation	218	Automatic Trans	
B012002-04-2400012-2 / ANDREW RAMSEY -	Subcase Close	Warranty	Coverage			

Issue Details

Issue ID: B012002-04-2400012-1	Type 1: Product	Condition: Closed	Within:
Issue Originator: Robert Craig	Type 2: Operation	Status: Subcase Class	Open Date: 4/24/02 7:21:46 AM
Issue Owner: Robert Craig		Queue:	Close Date: 4/29/02 3:00:30 PM
Issue Title: ANDREW RAMSEY - PRODUCT - OPERATION			

Coding Info:

Labor Code / Desc: 2187 Automatic Trans

Condition Code Desc: Other 2187

Campaign Code / Desc: /

Involved Party:

Document Ref. #:

Resolved Through:

Decision in Favor Of:

Resolutions: Asset - AMM 100%

NPS Number:

Check Req Info:

VIN Type / No.:

Engine Serial No.:

Check Requisition No.:

Division:

Contention Code:

Defect Code:

Category:

Primary Amount: \$0.00

Incidental Type 1 / Amount:

Incidental Type 2 / Amount:

Total Amount: \$0.00

Payee Name:

Payee Phone No.:

Address:

City / State / Zip:

Delivery Date:

Status:

Cost Center:

Approval Date:

Check No.:

Check Date:

Claim Auth Info:

VIN No.:

Dealer No.:

Claim No.:

Requested Amount:

Reimbursement Amount:

Maximum Claim Amount: \$0.00

Error Codes:

Repair Order Date:

Expiration Date:

Last Updated On:

Parts Amount: \$0.00

Labor Amount: \$0.00

Solution / Linked Resolution Info:

Solution ID: Resolution Title

Solution Title:

Parts Info:

Part No.

Part Description

BO Reason

Claims Auth Notes:

Case Detail Report

Print Date: 06/21/2003

Issue Details

Issue ID : B012002-04-240001242	Type 1 : Warranty - Extended	Condition : Closed	Within :
Issue Originator : Robert Craig	Type 2 : Coverage	Status : Submittal Closed	Open Date : 4/24/02 7:22:56 AM
Issue Owner : Robert Craig		Queue :	Close Date : 4/29/02 3:00:45 PM
Issue Title : ANDREW RAMSEY - WARRANTY - EXTENDED - COVERAGE			

Coding Info :

Labor Code / Desc : /

Condition Code Desc :

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Assist - AHM 100%

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 Amount : /

Incidental Type 2 Amount : /

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Solution / Linked Resolution Info :

Solution ID	Resolution Title
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-04-2400012

Case Title : ANDREW RAMSEY - EXTENDED WARRANTY ON TRANNY

- *** CASE CREATE 4/24/02 6:17:27 AM, rraig
Contact = ANDREW RAMSEY, Priority = N/A, Status = Solving.
- *** NOTES 4/24/02 6:17:27 AM, rraig, Action Type :
Received letter on April 15th from client requesting to have an extended warranty on his transmission since he had to have a remanufactured transmission installed in his vehicle. Client stated that at 25,500 miles his transmission went out. Client is requesting at least a 4 year/75,000 mile extended warranty on his transmission from the date of purchase.
- *** CASE MODIFY 4/24/02 6:17:37 AM, rraig
into WIP default and Status of Solving.
- *** CASE MODIFY 4/24/02 7:19:40 AM, rraig
into WIP default and Status of Solving.
- *** CASE MODIFY 4/24/02 7:20:52 AM, rraig
into WIP default and Status of Solving.
- *** SUBCASE B012002-04-2400012-1 CREATE 4/24/02 7:21:46 AM, rraig
Created in WIP Default with Due Date 4/24/2002 7:21:46 AM.
- *** SUBCASE B012002-04-2400012-2 CREATE 4/24/02 7:22:56 AM, rraig
Created in WIP Default with Due Date 4/24/2002 7:22:56 AM.
- *** CASE MODIFY 4/24/02 7:23:03 AM, rraig
into WIP default and Status of Solving.
- *** NOTES 4/25/02 12:17:23 PM, rraig, Action Type : Call to Dealer
I called dlr and spoke with Randy the svc. mgr. to see if the client did have a reman tranny repalced. Randy advised me that the client did have a remanufactured transmission replaced on his vehicle on April 3rd at 25,600 miles.
- *** CASE MODIFY 4/25/02 12:17:26 PM, rraig
into WIP THOMAS 6B and Status of Solving.
- *** CASE MODIFY 4/25/02 12:18:05 PM, rraig
into WIP THOMAS 6E and Status of Solving.
- *** NOTES 4/25/02 12:20:13 PM, rraig, Action Type : Call to Customer
I called the client and left him a message to call me back to discuss his issue.
- *** CASE MODIFY 4/25/02 12:20:16 PM, rraig
into WIP THOMAS 6E and Status of Solving.
- *** NOTES 4/26/02 12:52:03 PM, rraig, Action Type : Call from Customer
Received message from client returning my call. I called the client back but there wasn't anyone available so I left a message.
- *** NOTES 4/29/02 11:54:07 AM, rraig, Action Type : Call to Customer
I called client to discuss his request for an extended warranty. I advised the client that I would be willing to extend his warranty on his transmission to 5 years 75,000 miles from the in service date. I advised the client that I would mail out the extended warranty letter to him today. Client was very happy that I was going to do that for him. Client understood I closed the case.
- *** CASE MODIFY 4/29/02 11:54:12 AM, rraig
into WIP THOMAS 6B and Status of Solving.

Case History

Case ID : B012002-04-2400012

Case Title : ANDREW RAMSEY - EXTENDED WARRANTY ON TRANNY

*** CASE MODIFY 4/29/02 11:55:03 AM, reraig
into WIP THOMAS 6E and Status of Solving.

*** CASE MODIFY 4/29/02 12:16:21 PM, reraig
into WIP THOMAS 6E and Status of Solving.

*** NOTES 4/29/02 3:00:08 PM, reraig, Action Type : Note-General
Mailed extended warranty transmission letter to client. I am closing the case

*** SUBCASE B012002-04-2400012-1 CLOSE 4/29/02 3:00:30 PM, reraig
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE B012002-04-2400012-2 CLOSE 4/29/02 3:00:45 PM, reraig
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/29/02 3:00:49 PM, reraig
into WIP THOMAS 6E and Status of Solving.

*** CASE CLOSE 4/29/02 3:00:52 PM, reraig
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 5/22/02 5:17:27 AM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 6/5/02 5:17:27 AM, sa
Action owners supvr - 45 days of rule Case Closure fired

Tech Line Contact Report

TL Ref #: 1082458 Created By: JAMESV Date Created: 04/24/2002 Last Edited By: JAMESV # of Edits: 1

Code: Original Complaint:
2510 D-SHIFTS 5-1 BY ITSELF

Probable Cause; Solution:
REMAN A/T ORDERED 4/24/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 1590

Dealer #: 251003	VIN: 19UYA12643A002780	Ext:
Dir. Cont: DANNY	Year: 2003	Model: 320i
Bu. Ph: (854) 587-1111	Tran: SAT	Top: OTHER TYPE S
Serv Mgr: SHAWN ROTSANDER	Doorman:	Ind: 1 2 3 4 5
Address: 1100 S. W. 11th St.	File: 1100 S. W. 11th St.	Country: USA
City: MIAMI	State: FL	Zip: 33135
Phone: (305) 781-0799		

Tech Line Suggests

Information from Dealer

04/24/02 16:55:47 JAMESV:----->REMAN A/T ORDERED 4/24/02
----->SELF D-SHIFT 5-1, NO REVERSE.

Tech Line Contact Report

TAL Ref #:
1053113

Created By:
JAMESV

Date Created:
04/26/2002

Last Edited By:
JAMESV

of Edits:
1

Code: Original Complaint:
2510 SUDDEN D-SHIFT

Probable Cause; Solution:
REMAN A/T ORDERED 4/26/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 28000

Dealer #: 251419
Dir Cont: BUTCH PARTS TZ: 3
Serv. Ph: (813) 371-2662
Serv Mgr: WARREN BROOKS

Dir Name: FERMAN AGUIRA
.11111 N. FLORIDA AVE.
TAMPA, FL 33612-9999
Phone: 813-371-2600 Fax #: (813) 371-9774
DBM Name: MARK AKERS Zone/Dist: 04 / F
Phone: (310) 781-6789 - 15467

VIN: 18UUA6685YA057292 Err:
Year: 2000 Model: 3.2TL
Tran: 5AT Trim/Grade: PREMIUM
Doors: 4DR WD: 2
Fact: MARYSVILL Country: USA
Desc: 3.2TL 4DR 8CYL 225.0HP 3.2L
Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA
Engine #: Trans#:
Err Type:
W.O.#: Parts Req #:

Tech Line Suggests

Information from Dealer

04/26/02 12:27:52 JAMESV:----->REMAN A/T ORDERED 4/26/02
----->SUDDEN D-SHIFT

Tech Line Contact Report

T/L Ref #: 1055057	Created By: GREGF	Date Created: 05/02/2002	Last Edited By: GREGF
			# of Edits: 1

Code: Original Complaint:
P0740 LU SYS (??MPH)?X

Probable Cause; Solution:
REMAN A/T ORDERED 5/2/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 45040

<p>Dealer #: 251498</p> <p>Dir Cont: STEVE TZ: 3</p> <p>Serv Ph: (301) 470-3130</p> <p>Serv Mgr: JOE SEARLES</p> <p>Dir Name: TISCHER ACURA 3510 FT. MEADE RD. LAUREL, MD 20724-</p> <p>Phone: 301-470-3130 Fax #: (301) 498-8027</p> <p>DSM Name: JOHN GEIGER Zone/Dist: 02 / F</p> <p>Phone: - 15833</p>	<p>VIN: 18UUA58721A007724 Err:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: TL NAVI</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR NAVI 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

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05/02/02 14:54:46 GREGF:----->REMAN A/T ORDERED 5/2/02
----->P0740
05/02/02 14:54:53 GREGF:-----{call back}----->STEVE
*****RPO INPUT DATA FORM FOR A/T CODE PROBLEM*****

1.) DID THE CHECK ENGINE LIGHT COME ON?----->YES
   IF SO, WHAT WAS THE CODE?----->P0740
2.) WERE YOU ABLE TO REPEAT THE CODE?----->NO
3.) WAS THE ECU REPLACED?----->NO
4.) WERE ANY SOLENOIDS REPLACED?----->NO
5.) WAS THERE ANY OTHER SYMPTOM ETC. WITH
   THE CODE?----->YES
6.) GENERAL COMMENTS/INFORMATION?----->TRANS IS SLIPPING REALLY BAD IN 2ND AND
----->3RD. HAS A DELAY WHEN YOU TAKE OFF FROM A
----->STOP. THEN RANGES INTO GEAR. FLUID STILL LOOKS
----->KINDA RED.
FREEZE DATA?----->YES, I CAN GET IT TO YOU, DON'T HAVE IT WITH
----->ME.
GET AND FAX, WHEN TRANS REMOVED WOULD LIKE
FEEDBACK ON T/C O-RING. GAVE FAX, PHONE
AND REF#8.

7.) OBTAIN AND DOCUMENT AS MUCH OF THE AT
   FREEZE DATA AS POSSIBLE.----->
8.) IF DTC P0740 WAS FOUND, IS THE ORIGINAL
   T/C O-RING MISSING, DAMAGED, FLATTENED OR
   OK.----->
  
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U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8383
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 205

Date Received

08-MAY-2002

Oil or
rt dt
pd rt
up Nr

Reference No.

761862

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of dashboard on driver's side)</small> 19JUA56T21A007724	Vehicle Make ACURA	Vehicle Model 3.2TL	Vehicle Year 2001	Current Odometer Reading
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Purchase Date 01-OCT-2000 <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CCL V-TECH) No Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
---	--	---	--

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick-Up Truck <input type="checkbox"/> Other _____
---	---	--	--	---	---	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 01-MAY-2002 Mileage at Failure(s) 45000 Vehicle Speed at Failure(s) 0	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ACURA HAS MADE MANY DEFECTIVE TRANSMISSION FOR THE 2001 AND 2002 TL AND CL. I THINK ACURA SHOULD WARN THEIR CUSTOMER OF THESE FAILURES BEFORE SOMEONE GETS HURT FOR THE FAILURE OF A TRANSMISSION. LUCKLY, I NOTICED MINE BEFORE TAKING THE CAR OUT OF PARK. SOMETHING HAS TO BE DONE, WE ARE SPENDING TO MUCH MONEY FOR A CAR THAT CAN NOT STAY OUT OF THE SHOP UNDER 50,000 MILES. AND TO ADD TO IT ALL OF THIS ACURA IS DOING NOTHING TO MY KNOWLEDGE TO CONTACT THE OWNERS AND HELP THE SITUATION.*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-576) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

T/L Ref #: 1058590	Created By: JAMESV	Date Created: 05/14/2002	Last Edited By: JAMESV
			# of Edits: 1

Code: Original Complaint:

2510 SELF D-SHIFT AT HWY SPEEDS

Probable Cause; Solution:

REMAN A/T ORDERED 5/14/02

Alt Codes:

Status: ATR

KB Source:

Title/Subject:

Mileage: 38962

<p>Dealer #: 251015</p> <p>Dir Cont: LYLE TZ: 2</p> <p>Serv. Ph: (262) 785-1918</p> <p>Serv Mgr: RON KORNHOFF</p> <p>Dir Name: ACURA OF BROOKFIELD 18180 BLUEMOUND RD BROOKFIELD, WI 53045</p> <p>Phone: 262-785-1918 Fax #: (262) 785-2764</p> <p>DSM Name: PHIL ROHDE Zorn/Dist: 03 / E</p> <p>Phone: - 15488</p>	<p>VIN: 19UYA42881A028134 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trm/Grade: TYPE 8</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2CL 2DR TYPE 8 60YL 260.0HP 3.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type: W/O#:</p> <p>Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

05/14/02 12:00:37 JAMESV:----->REMAN A/T ORDERED 5/14/02
----->SHIFTS INTO 1ST AT HWY SPEEDS.

TRANS REPLACED AT 10248 10/18/01

04/02 12:00:49 JAMESV:-----(call back)----->LYLE SVC.

*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

- 1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
IF SO, WHAT WAS THE CODE?----->
- 2.) WERE YOU ABLE TO REPEAT THE CODE?----->
- 3.) WAS THE ECU REPLACED?----->NO
- 4.) WERE ANY SOLENOIDS REPLACED?----->NO
- 5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
PROBLEM?----->HOT
- 6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
- 7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
- 8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
PROBLEM?----->CRUISING LIGHT ACCEL
- 9.) GENERAL COMMENTS/INFORMATION?----->HARSH UPSHIFT 2-3 3-4, SELF D-SHIFTS AT HWY
----->SPEEDS, FLUID IS DARK. HAD 30000 SVC.

Tech Line Contact Report

TL Ref #: 1059582	Created By: GREGF	Date Created: 05/16/2002	Last Edited By: GREGF
			# of Edits: 3

Code: Original Complaint:
2510 LOCKS UP @ HWY SPEEDS

Probable Cause; Solution:
REMAN A/T ORDERED 5/16/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 38701

<p>Dealer #: 251360</p> <p>Dlt Cent: CURTIS TZ: 3</p> <p>Serv Plt: (717) 394-0711</p> <p>Serv Mgt: ALLEN EISENHAYER</p> <p>Dir Name: JONES ACURA</p> <p>1385 MANHEIM PIKE</p> <p>LANCASTER, PA 17604</p> <p>Phone: 717-394-0711 Fax #: (717) 394-2711</p> <p>DSM Name: DOUG ROYAR Zone/Dist: 02 / G</p> <p>Phone: -15410</p>	<p>VIN: 19UUA88891A016889 Em:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: 3.2TL</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Spec: 3.2TL 4DR 6CYL 225.0HP 3.2L</p> <p>Asst: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

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05/16/02 11:52:11 GREGF:----->REMAN A/T ORDERED 5/16/02
----->LOCKS UP @ HWY SPEEDS.
05/16/02 11:52:28 GREGF:----- (call back) ----->CURTIS, HE'S AT LUNCH CAN HAVE HIM C/B. WHATS
----->YOUR # ?
LEFT PHONE AND REF#S FOR C/B.
05/16/02 12:11:35 GREGF:----->ALAN C/B ON TRANS.
WHATS UP?----->
*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
   IF SO, WHAT WAS THE CODE?----->
2.) WERE YOU ABLE TO REPEAT THE CODE?----->
3.) WAS THE ECU REPLACED?----->NO
4.) WERE ANY SOLENOIDS REPLACED?----->NO
5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
   PROBLEM?----->HOT
6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
   DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
   PROBLEM?----->MODERATE
9.) GENERAL COMMENTS/INFORMATION?----->TOOK CAR FOR TEST DRIVE AND AT ABOUT 40-50MPH
----->TRANS WILL LOCK UP, FRT TIRES WILL SQUEEL AND
----->YOU BETTER BE HOLDING ON. HAPPENED TWICE.
FLUID?----->DARK.
  
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Tech Line Contact Report

T/L Ref #: 1081003 Created By: JAMESV Date Created: 05/21/2002 Last Edited By: JAMESV # of Edits: 1

Code: Original Complaint:
2510 SELF D-SHIFTS AT HWY SPEEDS

Probable Cause; Solution:
REMAN A/T ORDERED 5/21/02

Alt Codes:

Status:

KB Source: Title/Subject: Mileage: 13446

Dealer #: 251415	VIN: 19UUA568X1A024489	Err:
Dtr Cont: ARMONDO TZ: 0.	Year: 2001	Model: 3.2TL
Serv. Ph: (925) 674-8900	Tran: 5AT	Trim/Grade: 3.2TL
Serv Mgr: JOHN DIGGS	Doors: 4DR	WD: 2
	Fac: MARYSVILLE	Country: USA
Dt Name: ACURA OF CONCORD	Disc: 1.2L 1400 500L 2.250HP 3.2L	
1340 CONCORD AVENUE	Act: 1/8 SR ABS AIRBAG TCS LEATHER	
CONCORD CA 94020-4908	Engin:	
Phone: (925) 674-1900	Fax: (925) 674-0842	
Dm Name: BARRY CHANDLER	Zone Dir: 01 AE	
Phone: (310) 781-6799 - 15950	W.D.F.	Title Reg F.

Tech Line Suggests

Information from Dealer

05/21/02 13:39:00 JAMESV:----->REMAN A/T ORDERED 5/21/02
----->SELF D-SHIFTS TO 1ST WHILE DRIVING.

Tech Line Contact Report

T/L Ref #: 1887832	Created By: JAMESV	Date Created: 06/12/2002	Last Edited By: ANYB	# of Edits: 5
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Code: Original Complaint:

2511 SELF D-SHIFT AT 70 MPH

Probable Cause; Solution:

REMAN A/T ORDERED 6/12/02; 3RD CLUTCH

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage:

38594

<p>Dealer #: 251329</p> <p>Dir Cont: GARY T2: 3</p> <p>Serv Ph: (631) 366-8000</p> <p>Serv Mgr: GARY PIZZINIAN</p> <p>Dir Name: SMITHTOWN ACURA</p> <p>780 E. JERICHO TRNPIKE</p> <p>SAINT JAMES, NY 11780-</p> <p>Phone: 631-366-8000 Fax #: (631) 366-8000</p> <p>DSM Name: GARY NOLL Zone/Dist: 05 E</p> <p>Phone: - 15427</p>	<p>VIN: 19UUA567X1A026249 Err:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Tran: BAT Tran/Grade: TD NAVI</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR NAVI 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req#:</p>
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Tech Line Suggests

Information from Dealer

06/12/02 13:22:24 JAMESV:----->REMAN A/T ORDERED 6/12/02

----->HARD SHIFT, NO REV WHEN HOT, NOISE.

06/12/02 13:24:13 JAMESV:-----(call back)----->GARY SVC.

*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

- 1.) Did the vehicle code?----->DID NOT PULL WONT MOVE
- 2.) What was the vehicle temp at time of occurrence?----->HOT
- 3.) Did or does the problem occur while moving (Dynamic), not moving (Static), or Both?---->NOT MOVING
- 4.) What gear/gears does the problem occur?-->ANY
- 5.) Does the problem occur under accel, decel, constant, or all.----->DECEL
- 6.) What was the shift lever selection at the time of problem?----->D5
- 7.) What was the throttle opening at the time of problem?----->LIGHT
- 8.) What was the vehicle speed?----->70 MPH
- 9.) General comments etc.----->CUSTOMER WAS CRUISING 70 MPH AND THE TRANS

----->SELF D-SHIFTED TO 1ST AND CAR WONT MOVE.

06/13/02 07:38:29 HOWARDM:----->(JOB N. BTM MQ) WOULD LIKE TO CALL DEALER.

OK.

06/20/02 15:07:44 ANYB:----->SURVEY RETURNED W/O COMMENTS

JOHN HURMEIER

357 NORTH COUNTRY RD

SMITHTOWN, NY 11787

PEDED>ANYB:LIGHT>DONE

Tech Line Contact Report

T/L Ref #: 1009847	Created By: TIMJ	Date Created: 06/18/2002	Last Edited By: GREGF
			# of Edits: 2

Code: Original Complaint:
2513 ON HWY, TRANS "LOCKS UP"

Probable Cause; Solution:
ATR; 3RD CLUTCH; REMAN

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 21773

<p>Dealer #: 251334 Dir Cont: JOHN Serv. Pk: (908) 704-8785 Serv. Mgr: MIKE BOTH Alt Name: BILL VINCE'S BRIDGEWATER ACURA 1231 ROUTE 22 WEST BRIDGEWATER, NJ 08807- Phone: 908-704-0808 GSM Name: STEVE NELSON Phone: (856) 866-3850 - 15952</p>	<p>VIN: 1BUYA42431A029948 Year: 2001 Tran: SAT Doors: 2DR Fact: MARYSVILL Desc: 3.2CL 2DR 8CYL 225.0HP 3.2L Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA Engine #: Em Type: W.O.#: Trans#: Parts Rep #:</p>
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Tech Line Suggests

Information from Dealer

06/18/02 11:16:51 TIMJ:----->TRANS HESITATES. NO MIL ON, DELAYED SHIFT,
 ----->AFTER IT DOES SHIFT, ITS REAL HARSH. ALSO ON
 ----->HWY, TRY ACCEL TO PASS, IT DOWN SHIFTS AND
 ----->LOCKS UP AND TRIES TO PUT YOU THROUGH THE
 ----->WINDSHIELD. IT SQUELS AND EVERYTHING.
 REMAN TRANS.
 06/18/02 17:13:34 GREGF:----->REMAN A/T ORDERED 6/18/02
 ----->ON HWY, TRANS "LOCKS UP. SLUGGISH SHFT,
 SLIPS.

Tech Line Contact Report

T/L Ref #: 1074604	Created By: GREGF	Date Created: 07/02/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 DWNSHFTS 4TH TO 1ST

Probable Cause; Solution:
REMAN A/T ORDERED 7/2/02

Alt Codes:

Status:

KB Source: Title/Subject: Mileage: 32922

Dealer #: 251208 Dir Cont: DON TZ: 3 Serv. Ph: (706) 578-8700 Serv Mgr: BRUCE MOUAT		VIN: 19UYA42641A010472 Err: Year: 2001 Model: 3.2GL Tran: 5AT Trim/Grade: TYPE S Doors: 2DR WD: 2 Fac: MARYSVILLE Country: USA Dist: 3.2GL 2DR TYPE S 105.1L 280.0HP 3.2L App: P/B, STD, STD AIR, BAGE, LEATHER, LK Equip #: EM 12.8: W.O.#: Ratio Req #:	
DI Name: KEN THOMAS ACURA 899 VETERANS PARKWAY COLUMBUS, GA 31901 Phone: (706) 578-8700 Fax #: (706) 558-9782 DE Name: BILL BLANCHARD Zone/Dist: 04 / 0 Phone: (310) 781-6799 - 15912			

Tech Line Suggests

Information from Dealer

07/02/02 13:23:26 GREGF:----->REMAN A/T ORDERED 7/2/02
 ----->DWNSHFTS 4TH TO 1ST.

Tech Line Contact Report

T/L Ref #: 1075093	Created By: GREGF	Date Created: 07/03/2002	Last Edited By: GREGF
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Code: Original Complaint:
2511 BUCKING ON THE HWY, STOPS

Probable Cause; Solution:
REMAN A/T ORDERED 7/3/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 3698

<p>Dealer #: 251483</p> <p>Dir Cont: LEE TZ: 3</p> <p>Serv. Ph: (315) 422-4799</p> <p>Serv Mgr: MARK DELOSH</p> <p>Dir Name: CREST ACURA 737 W. GENESEE ST. SYRACUSE, NY 13204</p> <p>Phone: (315) 422-4799 Fax #: (315) 422-4799</p> <p>DSM Name: Melissa Cahn Zone/Dist: D5 / D</p> <p>Phone: (111) 111-1111</p>	<p>VIN: 19JUA56822A000427 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Trans: 5AT Trim/Grade: TYPE-S</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR TYPE-S 8CYL 260.0HP 3.2L</p> <p>Acc: P/S, SUN ROOF, ABS, AIR BAG, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

07/03/02 15:32:16 GREGF:----->REMAN A/T ORDERED 7/3/02
----->BUCKING ON THE HWY, STOPS.

Tech Line Contact Report

T/L Ref #: 1075481	Created By: GREGF	Date Created: 07/05/2002	Last Edited By: GREGF
			# of Edits: 1

Code: Original Complaint:

2510 IMPROPER 2-3, DWNSHFTS TO 1ST

Probable Cause; Solution:

REMAN A/T ORDERED 7/5/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 48280

<p>Dealer #: 251453</p> <p>Dir Cont: JOHN TZ: 3</p> <p>Serv Ph: (772) 464-8500</p> <p>Serv Mgr: CHUCK LEWIS</p> <p>Dir Name: RICK STARR AQUA 5400 SOUTH US 1 FORT PIERCE, FL 34982</p> <p>Phone: (772) 464-8500 Fax #: (772) 464-7277</p> <p>DSM Name: ANDY COLEMAN Zone/Dist: 04 / G</p> <p>Phone: (310) 781-6799 - 15927</p>	<p>VIN: 19UJA42611A015113 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trim/Grade: TYPE S</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2CL 2DR TYPE S 8CYL 260.0HP 3.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

07/05/02 14:47:34 GREGF:----->REMAN A/T ORDERED 7/5/02
----->IMPROPER 2-3, DWNSHFTS TO 1ST.

Tech Line Contact Report

T/L Ref #: 1076011	Created By: GREGF	Date Created: 07/08/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2611 HARD SHIFT, JERKS

Probable Cause; Solution:
REMAN A/T ORDERED 7/8/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 37462

Dealer #: 251058 Dir Cont: MIKE TZ: 0 Serv. Ph: (562) 402-5281 Serv Mgr: BOB BALDWIN Dir Name: CERRITOS ACURA 18827 STUDEBAKER RD. CERRITOS, CA 90703-6332 Phone: 562-402-5281 Fax #: (562) 465-4281 DSM Name: KENNETH LIM Zone/Dist: 01 / A Phone: (310) 781-6799 - 45993	VIN: 19UUA56701A013084 Err: Year: 2001 Model: 3.2TL Tran: 5AT Trim/Grade: TL NAVI Doors: 4DR WD: 2 Fact: MARYSVILLE Country: USA Desc: 3.2TL 4DR NAVI 6CYL 225.0HP 3.2L Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA Engine: Trans: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

07/08/02 15:35:46 GREGF:----->REMAN A/T ORDERED 7/8/02
 ----->HARD SHIFT, JERKS.

Tech Line Contact Report

TL Ref #: 1079116	Created By: JAMESV	Date Created: 07/16/2002	Last Edited By: JAMESV	# of Edits: 1
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Code: Original Complaint:
2510 SELF D-SHIFT 4-1

Probable Cause; Solution:
REMAN A/T ORDERED 7/16/02L; 3RD CLUTCH

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 32267

Dealer #: 251208	VIN: 19UYA42631A033421	Err:
D/r Cont: DONALD	Year: 2001	Model: 3.2CL
Sale Ph: (706) 576-8700	Tran: 6AT	Trim/Grade: TYPE S
Serv Mgr: BRUCE MOUAT	Doors: 2DR	WD: 2
DI Name: KEN THOMAS AGURA	Fact: MARYSVILLE	Country: USA
839 VETERANS PARKWAY	Desc: 3.2CL 2DR TYPE S 6AT 200 000 121	
COLUMBUS, GA 31901	App: P/S, S/R, SRS AIR BAGS, LEATHER, CDAY	
Phone: 706-576-8700	Engine:	
Fax #: (706) 653-8732	En Type:	
DSM Name: BILL BLANCHARD	W.O#:	Parts Req #:
Zone/Dist: 04/D		
Phone: (310) 781-8799 - 15812		

Tech Line Suggests

Information from Dealer

07/16/02 15:01:02 JAMESV:----->REMAN A/T ORDERED 7/16/02
----->SELF D-SHIFT 4-1

Tech Line Contact Report

T/L Ref #: 1070823	Created By: JAMESV	Date Created: 07/18/2002	Last Edited By: JAMESV
			# of Edits: 1

Code: Original Complaint:

2510 NO POWER

Probable Cause; Solution:

REMAN A/T ORDERED 7/18/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 31800

Dealer #: 251140 Dir Cont: BENNY TZ: 3 Serv. Ph: (973) 239-7400 Serv Mgr: GENE GILBERTI Dir Name: DCH MONTCLAIR ACURA 100 BLOOMFIELD AVE VERONA, NJ 07044 Phone: 973-239-3700 Fax #: (973) 239-8022 DSM Name: STEVE SABATINI Zone/Dist: 02 / B Phone: (910) 764-6799 - 15433	VIN: 19UUA566X1A022284 Err: Year: 2001 Model: 3.2TL Tran: 5AT Trim/Grade: 3.2TL Doors: 4DR WD: 2 Fact: MARYSVILLE Country: USA Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

07/18/02 10:23:26 JAMESV:----->REMAN A/T ORDERED 7/18/02
 ----->NO POWER

Tech Line Contact Report

T/L Ref #: 1081232 Created By: JAMESV Date Created: 07/23/2002 Last Edited By: JAMESV # of Edits: 1

Code: Original Complaint:
2510 SELF D-SHIFT 4-1

Probable Cause; Solution:
REMAN A/T ORDERED 7/23/02; 3RD CLUTCH

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage:

Dealer #: 251188 Dir Cont: ALEX Serv. Ph: (480) 990-3900 Serv Mgr: LYNN WRIGHT Dr Name: SCOTTSDALE Acura Address: 6825 E. McDOWELL ROAD City: SCOTTSDALE AZ 85257-4219 Phone: 480-990-3900 OSM Name: PAT THOMAS Phone: -15471	TZ: 1 Fax: (480) 990-1511 Zone/Dist: 06/E	VIN: 19UUA56611A023999 Year: 2001 Tran: 5AT Doors: 4DR Fact: MARYSVILLE Dist: 5.2TL 4DR 80-1 2250 HP 3.2L Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA Engine #: Em Type: W.O.B.:	Err: Model: 3.2TL Trim/Grade: 3.2TL WD: 2 Country: USA Trans:
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Tech Line Suggests

Information from Dealer

07/23/02 12:17:43 JAMESV:----->REMAN A/T ORDERED 7/23/02
 ----->JERKS
 07/23/02 12:17:51 JAMESV:-----(call back)----->ALEX SVC.
 *****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****
 1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
 IF SO, WHAT WAS THE CODE?----->
 2.) WERE YOU ABLE TO REPEAT THE CODE?----->
 3.) WAS THE ECU REPLACED?----->NO
 4.) WERE ANY SOLENOIDS REPLACED?----->NO
 5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
 PROBLEM?----->NORMAL
 6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
 DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
 7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
 8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
 PROBLEM?----->LIGHT
 9.) GENERAL COMMENTS/INFORMATION?----->DOWN SHIFTS ON ITS OWN FROM 4-1 LIKE YOU HIT
 ----->THE BRAKES.

Tech Line Contact Report

T/L Ref #: 1082309	Created By: JAMESV	Date Created: 07/25/2002	Last Edited By: JAMESV	# of Edits: 1
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Code: Original Complaint:
2510 SELF D-SHIFTS AT HWY SPEEDS

Probable Cause; Solution:
REMAN A/T ORDERED 7/25/02; 3RD CLUTCH

Alt Codes:

Status:

KB Source: **Title/Subject:** **Mileage:** 7693

Dealer #: 251174 Dir Cont: SHAWN TZ: 3 Serv. Ph: (703) 502-3711 Serv Mgr: DENNIS CONKLIN Dir Name: POHANKA ACURA 13911 LEE JACKSON HWY CHANTILLY, VA 20151- Phone: 703-988-8800 Fax #: (703) 227-0992 DSM Name: KARL LUKASZEWICZ Zone/Dist: 02/E Phone: -16438	VIN: 19UUA568X2A053926 Err: Year: 2002 Model: 3.2TL Tran: 5AT Trim/Grade: TYPE-S Doors: 4DR WD: 2 Fact: MARYSVILL Country: USA Desc: 3.2TL 4DR TYPE-S 60YL 2600HP 3.2L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine#: Trans#: Eng Type: W/O#: Parts Req #:
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Tech Line Suggests

Information from Dealer

07/25/02 15:22:28 JAMESV:----->REMAN A/T ORDERED 7/25/02
 ----->SELF D-SHIFTS AT HWY SPEEDS

Tech Line Contact Report

T/L Ref #:	Created By:	Date Created:	Last Edited By:
1082687	GREGF	07/26/2002	GREGF

Code: Original Complaint:
2510 DWNSTFS TO 2ND @ HWY SPEED

Probable Cause; Solution:
REMAN A/T ORDERED 7/26/02

Alt Codes:

Status:

KB Source: **Title/Subject:** **Mileage:** 24643

<p>Dealer #: 251188</p> <p>Dir Cont: BRANDON TZ: 1</p> <p>Serv. Ph: (480) 990-3900</p> <p>Serv Mgr: LYNN WRIGHT</p> <p>Dir Name: SCOTTSDALE ACURA</p> <p>6525 E. McDOWELL ROAD</p> <p>SCOTTSDALE, AZ 85257-4219</p> <p>Phone: (480) 990-3900 Fax #: (480) 990-1511</p> <p>DSM Name: PAT THOMAS Zone/Dist: 06 / E</p> <p>Phone: - 15471</p>	<p>VIN: 19UUA56611A020987 Err:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: 3.2TL</p> <p>Doors: 4DR W/O: 2</p> <p>Fact: MARYSVILLE Country: USA</p> <p>Date: 03/21/01 MSRP: \$25,000</p> <p>Acc: R/S, B/H, ABS, AIR, B/O, P/O, L/TH, H/O, S</p> <p>Engine: 3.2L Cyls: 4</p> <p>Emt type: 10 W/O: 1</p>
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Tech Line Suggests

Information from Dealer

07/26/02 14:22:54 GREGF:----->REMAN A/T ORDERED 7/26/02

----->DWNSTFS TO 2ND @ HWY SPEED.

Tech Line Contact Report

T/L Ref #:	Created By:	Date Created:	Last Edited By:	# of Edits:
1088100	JAMESV	08/12/2002	GREGF	3

Code: Original Complaint
2530 CAR WNT MOVE IN GR

Probable Cause; Solution:
ATR; REMAN A/T ORDERED 8/12/02

Alt Codes:

Status: ATR 2

KE Source:

Title/Subject:

Mileage: 51973

<p>Dealer #: 251042</p> <p>Dir. Cont: WILLIAM PARTS TZ: 0</p> <p>Serv. Ph: (310) 829-1113</p> <p>Serv Mgr: JOHN VAN HOUTEN</p> <p>Dir Name: SANTA MONICA ACURA, 1717 SANTA MONICA BL. SANTA MONICA, CA 90404</p> <p>Phone: 310-829-1113 Fax #: (310) 829-5214</p> <p>DSM Name: RICK KRAMER Zone/Dist: 01/8</p> <p>Phone: (310) 781-5799 - 15959</p>	<p>VIN: 19UYA42551A022993 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trim/Grade: OL NAVI</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2CL 2DR NAVI 8CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.B. Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

08/12/02 17:27:29 JAMESV:----->REMAN A/T ORDERED 8/12/02
----->STOPPED AND WONT MOVE

DSM 14633

08/14/02 13:05:53 HOWARDM:----->PUT THIS TRANS IN. THIS IS THE 2ND REMAN WE
----->HAVE PUT IN. THIS ONE, WHEN ACCEL FROM A STOP
----->IT SLIPS.

WHAT WAS THE ORIGINAL TRANS DOING?----->WOULD GO TO NEUTRAL WHILE DRIVING.

ANY CODES?----->NONE.

YOU CK'D W/THE TESTER?----->YES.

IF THIS IS DIFFERENT THAN THE ORIG, REFER
TO ANOTHER REMAN.

08/14/02 13:44:50 GREGF:----->REMAN A/T ORDERED 8/14/02
----->SLIPPING.

DSM, RICK CRAMER. VERBAL



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8363
DC METRO AREA (202) 365-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 111

Date Received

16-AUG-2002

Ord. or
Ref. #
Ref. #
Ref. #

Reference No.

8016522

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Located at bottom of windshield on driver's side)</small> 19UYA42551A022993	Vehicle Make ACURA	Vehicle Model CL	Vehicle Year 2001	Current Odometer Reading
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Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CC) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
--	--	---	--

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07306000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure	Date of Failure(s) Mileage at Failure(s) 52000 Vehicle Speed at Failure(s) 55	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatality	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THIS VEHICLE IS EQUIPPED WITH 3.2 LITRE ENGINE. WHILE TRAVELING 55 MPH TRANSMISSION WENT INTO NEUTRAL AFTER CHANGING INTO 3RD GEAR. DRIVER HAD TO COAST TO SIDE OF THE ROAD DUE TO LOSS OF POWER. PLEASE DESCRIBE DETAILS. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-578 The information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

T/L Ref #: 1088589	Created By: GREGF	Date Created: 08/13/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:

2511 UNEXPECTED DWNHFT, SLIPS

Probable Cause; Solution:

REMAN A/T ORDERED 8/13/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 27220

<p>Dealer #: 251021</p> <p>Dir Cont: CHRIS TZ: 3</p> <p>Serv Ph: (614) 781-1222</p> <p>Serv Mgr: JAMIE BURKE</p> <p>Dir Name: ACURA COLUMBUS 4340 DUBLIN-GRANVILLE DUBLIN, OH 43017-</p> <p>Phone: 614-781-1222 Fax #: (614) 781-0018</p> <p>DBM Name: BRANDT DEJONGE Zone/Dist: 03 / D</p> <p>Phone: (310) 781-8788 - 15455</p>	<p>VIN: 19UUA56631A021915 Err:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: 3.2TL</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans #:</p> <p>Em Type: W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

08/13/02 13:55:53 GREGF:----->REMAN A/T ORDERED 8/13/02
----->UNEXPECTED DWNHFT, SLIPS.

Tech Line Contact Report

T/L Ref #:
1069852

Created By:
JAMESV

Date Created:
08/19/2002

Last Edited By:
JAMESV

of Edits:
1

Code: Original Complaint:
2510 REVS, WONT ENGAGE

Probable Cause; Solution:
REMAN A/T ORDERED 8/19/02; 3RD CLUTCH?

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: **35300**

<p>Dealer #: 251388</p> <p>Dir Cont: NATHAN PARTS TZ: 3</p> <p>Serv. Ph: (508) 832-0444</p> <p>Serv Mgr: JIM KANE</p> <p>Dir Name: ACURA OF AUBURN 478 SOUTHBRIDGE ST. AUBURN, MA 01501-2442</p> <p>Phone: 508-832-0444 Fax #: (508) 882-0711</p> <p>DSM Name: KIM CRAVEN Zone/Dist: 05 / A</p> <p>Phone: (510) 781-8799 - 15470</p>	<p>VIN: 19JUA56801A010922 Err:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: 3.2TL</p> <p>Doors: 4DR WP: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans:</p> <p>Em Type:</p> <p>W.O.B: Parts Req. #:</p>
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Tech Line Suggests

Information from Dealer

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08/19/02 09:39:27 JAMESV:----->REMAN A/T ORDERED 8/19/02
----->WILL NOT EXCEED 15 MPH
08/19/02 09:39:45 JAMESV:-----(call back)----->JIM S/A
*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
   IF SO, WHAT WAS THE CODE?----->
2.) WERE YOU ABLE TO REPEAT THE CODE?----->
3.) WAS THE ECU REPLACED?----->NO
4.) WERE ANY SOLENOIDS REPLACED?----->NO
5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
   PROBLEM?----->HOT
6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
   DYNAMIC (MOVING) CONDITION OR BOTH?----->BOTH
7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5, REV
8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
   PROBLEM?----->ANY
9.) GENERAL COMMENTS/INFORMATION?----->ENGINE RACES BUT CAR BARELY MOVES CAR TOWED TO
----->SHOP.
  
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Tech Line Contact Report

T/L Ref #: 1090135	Created By: KENE	Date Created: 08/19/2002	Last Edited By: JAMESV	# of Edits: 2
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Code: Original Complaint:

2513 ERRATIC SHIFTS FWY SPEEDS

Probable Cause; Solution:

REMAN A/T ORDERED 8/20/02; TRANS; REMAN

Alt Codes:

Status: ATR

KB Source:

Title/Subject:

Mileage: 54078

<p>Dealer #: 251081</p> <p>Dir Cont: ALEX TZ: 0</p> <p>Serv. Ph: (650) 579-4266</p> <p>Serv Mgr: DARIUS SLOANE</p> <p>Dir Name: MIKE HARVEY ACURA 1070 BROADWAY BURLINGAME, CA 94010-</p> <p>Phone: 650-579-4200 Fax #: (650) 579-4280</p> <p>DSM Name: RICK BROWN Zone/Dist: 01 / G</p> <p>Ptione: - 15471</p>	<p>VIN: 19UYA42631A005005 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Tran/Grade: TYPE S</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2CL 2DR TYPE S 6CYL 260.0HP 3.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

08/19/02 12:01:52 KENE:----->THE TRANS SLIPS AND HAS ERRATIC SHIFTS AT
----->FREEMAY SPEEDS
CODES?----->NO
FLUID?----->BURNT AND BLACK
REMAN TRANS
08/20/02 16:15:30 JAMESV:----->REMAN A/T ORDERED 8/20/02
----->SLIP AND D-SHIFTS BY ITSELF AT HWY SPEEDS

Tech Line Contact Report

T/L Ref #:
1002585

Created By:
JAMESV

Date Created:
08/28/2002

Last Edited By:
JAMESV

of Edits:
1

Code: Original Complaint:

2510 SELF D-SHIFTS AT HIGH SPEEDS

Probable Cause; Solution:

REMAN A/T ORDERED 8/26/02; 3RD CLUTCH?

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 36611

Dealer #: 251415	VIN: 19UYA42791A009987	Err:
Dir Cont: MIKE	Year: 2001	Model: 3.2CL
Serv. Ph: (925) 674-8900	Tran: 5AT	Trim/Grade: TYPSONAV
Serv Mgr: JOHN DIGGS	Doors: 2DR	WO: 2
	Fact: MARYSVILL	Country: USA
Dir Name: Acura of Concord	Desc: 3.2CL 2DR TYPE SAFAVIS	
1640 CONCORD AVENUE	Abt: A/S, CR, AIR BAGS, ABS, ESP, etc.	
CONCORD, GA 30150-4008	Engine:	
Phone: (925) 674-8900	Eq Type:	
DSM Name: BARRY CHANDLER	W/O:	
Phone: (310) 781-6799-15950	Rate Rate:	

Tech Line Suggests

Information from Dealer

08/26/02 15:07:12 JAMESV

----->REMAN A/T ORDERED 8/26/02

----->SELF D-SHIFTS AT HIGH SPEEDS

Tech Line Contact Report

T/L Ref #: 1094592	Created By: GREGF	Date Created: 08/30/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 SELF DWN8HFTS @ HWY SPEEDS

Probable Cause; Solution:
REMAN A/T ORDERED 8/30/02

Alt Codes:

Status:

KB Source: **Title/Subject:** **Mileage:** 20076

Dealer #: 251184 Dir Cont: RON TZ: 1 Serv. Ph: (303) 795-7800 Serv Mgr: RON DOMINICO Dir Name: COURTESY ACURA 7590 S. BROADWAY LITTLETON, CO 80124-2807 Phone: 303-795-7800 Fax #: (303) 795-4075 OSM Name: TED LITTLE Zone/Dir: DWF Phone: -15473	VIN: 19UUA56862A021801 Err: Year: 2002 Model: 3.2TL Tran: 5AT Trim/Grade: TYPE-S Doors: 4DR WD: 2 Fact: MARYSVILLE Country: USA Desc: 02TL 4DR TYPE-S BOX 1800HP 120- Age: P/S SUN ROOF ABS AIR BAG USA Engine: Trans: Lease Type: Warranty:
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Tech Line Suggests

Information from Dealer

08/30/02 17:19:35 GREGF:----->REMAN A/T ORDERED 8/30/02
 ----->SELF DWN8HFTS @ HWY SPEEDS.

Tech Line Contact Report

TL Ref #: 1098991	Created By: GREGF	Date Created: 09/05/2002	Last Edited By: GREGF
			# of Edits: 1

Code: Original Complaint:
2510 DWNSHFTS UNEXPECTEDLY ON HWY

Probable Cause; Solution:
REMAN A/T ORDERED 9/5/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 8307

Dealer #: 251034 Dir Cont: MYRON TZ: 2 Serv. Ph: (504) 464-4004 Serv Mgr: RANDALL VARNEY Dir Name: WALKER AGURA Address: 8951 METRANS BLVD City: METairie, LA 70003 Phone: (504) 464-4004 Fax: (504) 465-8150 Owner: RICHARDSON Created: 09/05/02 Phone: 16986	VIN: 19UYA42682A003879 Err: Year: 2002 Model: 3.2CL Tran: SAT Trim/Grade: TYPE S Doors: 2DR WD: 2 Loc: MARYSVILLE Country: USA Color: 3.2CL 2DR TYPE S 3.2CL 2DR TYPE S Eng: 2.5L 5C 16V 180HP 180HP 180HP Em: 1700 Notes:
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Tech Line Suggests

Information from Dealer

09/05/02 14:34:35 GREGF: ----->REMAN A/T ORDERED 9/5/02
 ----->DWNSHFTS UNEXPECTEDLY ON HWY.

Tech Line Contact Report

T/L Ref #: 1096138	Created By: GREGF	Date Created: 09/05/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 WILLNOT GO, NO POWER

Probable Cause; Solution:
REMAN A/T ORDERED 9/5/02

Alt Codes:

Status: ATR

KB Source:

Title/Subject:

Mileage: 12435

Dealer #: 251348	VIN: 19UUA56802A050856	Err:
Dir Cont: MATT	Year: 2002	Model: 3.2TL
Serv. Ph: (614) 863-3307	Tran: 5AT	Trim/Grade: TYPE-S
Serv Mgr: BILL LYTLE	Doors: 4DR	WD: 2
	Fact: MARYSVILL	Country: USA
Dir Name: LINDSAY ACURA	Desc: 3.2TL 4DR TYPE-S 6CYL 260.0HP 3.2L	
5680 SCARBOROUGH BLVD	Acc: P/S, SUN ROOF, ABS, AIR BAG, USA	
COLUMBUS, OH 43232-	Engine #:	Trans#:
Phone: 614-863-2885	Em Type:	
DSM Name: BRANDT DEJONGE	W.O.#:	Parts Req #:
Zone/Dist: 03 / D		
Phone: (310) 781-8799 - 15455		
Fax #: (614) 863-1991		

Tech Line Suggests

Information from Dealer

09/05/02 16:45:04 GREGF:----->REMAN A/T ORDERED 9/5/02.
----->WILLNOT GO, NO POWER.

Tech Line Contact Report

T/L Ref #: 1096150	Created By: JIMH	Date Created: 09/06/2002	Last Edited By: GREGF	# of Edits: 3
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Code: Original Complaint:
2511 LOCKED FRONT TIRES

Probable Cause; Solution:
REMAN A/T ORDERED 9/5/02; TRANS; REMAN

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 19937

<p>Dealer #: 251145 Dir Cont: JIMH Serv. Ph: (863) 887-8000 Serv Mgr: BRUCE KNOWLES Dir Name: REGAL ACURA 2815 LAKELAND HILLS BL LAKELAND, FL 33805 Phone: 863-887-8000 Fax #: (863) 880-2401 DSM Name: MARK AKERS Zone/Dist: 04 / F Phone: (310) 781-6799 - 15467</p>	<p>VIN: 18UUA56872A037103 Err: Year: 2002 Model: 3.2TL Tran: 5AT Trim/Grade: TYPE-S Doors: 4DR WD: 2 Fact: MARYSVILL Country: USA Desc: 3.2TL 4DR TYPE-S 5CYL 260.0HP 3.2L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Trans: Em Type: W.O.B. Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

09/05/02 13:50:15 JIMH:----->CUSTOMER STATES, TRANS IS SLIPPING
 ----->LOCKED FRONT TIRES W/O BRAKES
 ----->WONT NOT MOVE IN REV
 ----->I CAN DUPLICATE A SLIP INTO A HIGHER GEAR
 ----->NO CODES
 FRONT TIRES LOCKED LIKE A UNEXPECTED
 DOWNSHIFT AT HIGHER SPEEDS?----->I BELIEVE
 PLEASE CONFIRM WITH CUSTOMER
 IF SO GET A REMAN AND BE SURE TO TELL THEM A
 UNEXPECTED DOWNSHIFT
 09/05/02 17:11:21 GREGF:----->REMAN A/T ORDERED 9/5/02
 ----->SELF DOWNSHIFT.

Tech Line Contact Report

T/L Ref #: 1098415	Created By: GREGF	Date Created: 09/08/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2530 WONT MOVE, GAVE OUT

Probable Cause; Solution:
REMAN A/T ORDERED 9/8/02

Alt Codes:

Status:

KB Source: **Title/Subject:** **Mileage:** 27090

Dealer #: 251478	VIN: 19UYA42871A028519	Err:
Dir Cont: JEFF TZ: 3	Year: 2001	Model: 3.2CL
Serv Ph: (215) 661-9300	Tran: 5AT	Trim/Grade: TYPE S
Serv Mgr: PATRICK MC GINLEY	Doors: 2DR	WD: 2
	Fact: MARYSVILL	Country: USA
Dir Name: MONTGOMERYVILLE ACURA	Desc: 3.2CL 2DR TYPE S 6CYL 260.0HP 3.2L	
ROUTE 309 AT STUMP RD	Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA	
MONTGOMERYVILLE, PA 18938-	Engine #:	Trans#:
Phone: 215-661-9300 Fax #: (215) 661-1895	Em Type:	
DSM Name: CARTRELL MOORE Zone/Dist: 02 / C	W.O.#:	Parts Req #:
Phone: (310) 781-6799 - 16819		

Tech Line Suggests

Information from Dealer

09/06/02 14:26:18 GREGF:----->REMAN A/T ORDERED 9/5/02
----->WON'T MOVE, GAVE OUT.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 388-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 288

Date Received

29-AUG-2002

Cd_or

Cd_dt

Cd_rt

Cd_tr

Reference No.

768433

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of dashboard on driver's side)</small> 19UYA42671A026819	Vehicle Make ACURA	Vehicle Model 2.5TL	Vehicle Year 2002	Current Odometer Reading
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Purchase Date 01-DEC-2000	Dealer's Name	Engine Size (CID/CCL) 3.2	Turbo Diesel Gas Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No Cylinders	

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> Passenger's Side Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
---	---	--	--	---	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 1	Date(s) of Failure(s) 28-AUG-2002	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 27000		
	Vehicle Speed at Failure(s) 30		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE TRANSMISSION HAD BEEN EXHIBING SOME SHIFTING PROBLEMS A FEW DAYS LEADING UP TO THE FAILURE. WHEN IT FAILED, IT WOULD NOT SHIFT UP TO 3RD GEAR. I TRIED TO TURN THE CAR AROUND TO HEAD TO THE DEALER AND WAS MOMENTARILY UNABLE TO SHIFT INTO DRIVE OR REVERSE BECAUSE IT WOULD NOT ENGAGE. AFTER ABOUT 5 TRIES I WAS ABLE TO SHIFT INTO REVERSE AND THEN BACK INTO DRIVE AND LIMPED THE CAR TO THE NEAREST PARKING LOT WHERE I WAITED FOR A TOW TRUCK. HAD THIS HAPPENED ON A HIGHWAY IT MIGHT HAVE BEEN MUCH MORE SERIOUS. I HAVE HEARD OF PEOPLE WITH A CL OR TL (SAME TRANSMISSION) THAT HAVE HAD THEIR TRANSMISSION FAIL WHEN DOING 80+ MPH AND IT SHIFTS DOWN INTO 2ND WITHOUT WARNING. VERY DANGEROUS! AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect, if the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

File Ref: 1097848	Created By: GREGF	Date Created: 09/11/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 DWNHFTED, LOCKED UP TIRES

Probable Cause; Solution:
REMAN A/T ORDERED 9/11/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 22000

<p>Dealer #: 251451</p> <p>Dir Cont: TERRY TZ: 2</p> <p>Serv. Ph: (918) 627-2666</p> <p>Serv Mgr: T.J. HAYNIE</p> <p>Dr Name: DON CARLTON Acura of Tulsa 1005 S MEMORIAL DRIVE TULSA, OK 74106-0919</p> <p>Phone: (918) 627-2666</p> <p>Don Name: STEVE SANDERS</p> <p>Phone: (310) 781-8700-4543</p>	<p>VIN: 19UYA42621A027574 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Trim: SAT Trim Grade: TYPE S</p> <p>Doors: 2DR Wt: 2</p> <p>Fact: MARKSVILLE Country: USA</p> <p>Inst: 1800/20000</p> <p>W/O: 18</p>
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Tech Line Suggests

Information from Dealer

09/11/02 12:36:57 GREGF:----->REMAN A/T ORDERED 9/11/02
----->DWNHFTED, LOCKED UP TIRES.

Tech Line Contact Report

TR Ref #:	Created By:	Date Created:	Last Edited By:	# of Edits:
1099108	JHUNT	09/13/2002	GREGF	2

Code: Original Complaint:

2510 UNEXPECTED DWN SHFT TO 2ND

Alt Codes:

KB Source:**Title/Subject:****Probable Cause: Solution:**

ATR: TRANS: REFER TO REMAN

Status:

Mileage: 31232

Dealer #: 251381	VIN: 19UYA42601A033716	Err:
Dir Cont: JOHN TZ: 0	Year: 2001	Model: 3.2GL
Serv. Ph: (562) 869-1111	Tran: 5AT	Trim/Grade: TYPE S
Serv Mgr: MIKE BYNUM	Doors: 2DR	WB: 2
	Fact: MARYSVILL	Country: USA
Dir Name: GOWNEY AOURA	Desc: 3.2GL 2DR TYPE S 5SPY 260 DHP 3.2L	
1050 FIRESTONE BLVD	Age: 02. SR. BR. AIR BAG. LEATHER. USA	
DOWNNEY, CA 90241	Engine:	
Filing: 562 869 1111 FAX: (562) 831-4468	MPG: 25	
DSM Name: KENNETH LIM	W.O.F:	Part: Rpt
Phone: (310) 751-6799 - 15993		

Tech Line Suggests

Information from Dealer

09/13/02 15:18:46 JHUNT:----->UNEXPECTED DOWNSHIFT TO 2ND AT FREEWAY SPEED
WHAT DOES THE FLUID LOOK LIKE?----->BURNT BAD
REFER TO REMAN
9/16/02 09:21:05 GREGG:----->REMAN A/T ORDERED 9/16/02
----->HARD SHIFTS. UNEXPECTED DOWNSHIFT.

Tech Line Contact Report

T/L Ref #: 1099071	Created By: KEITHC	Date Created: 09/17/2002	Last Edited By: GREGF
			# of Edits: 2

Code: Original Complaint:
2510 SUPREIZE DOWN SHIFT

Probable Cause; Solution:
REMAN A/T ORDERED 9/18/02; REFER TO REMAN

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 20579

<p>Dealer #: 251116</p> <p>Dir Cont: KEVIN TZ: 2</p> <p>Serv Ph: (225) 273-2861</p> <p>Serv Mgr: CHUCK BERRY</p> <p>Dir Name: ACURA OF BATON ROUGE 12672 FLORIDA BLVD. BATON ROUGE, LA 70815-0268</p> <p>Phone: 225-273-2861 Fax #: (225) 273-6996</p> <p>DSM Name: RICHARD KAHL Zone/Dist: 08 / D</p> <p>Phone: - 15985</p>	<p>VIN: 19UUA68892A018098 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: 3.2TL</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

09/17/02 13:27:27 KEITHC:-----	>SURPRIZE DOWN SHIFT
-----	>HAPPENED 2X TO ME
REFER TO REMAN	
09/18/02 06:36:58 GREGF:-----	>REMAN A/T ORDERED 9/18/02
-----	>HARD SHIFTS, S-DOWNSHIFTS.

Tech Line Contact Report

T/L Ref #: 1101700	Created By: GREGF	Date Created: 09/23/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 NOT ENGAGING

Probable Cause; Solution:
REMAN A/T ORDERED 9/23/02

Alt Codes:

Status: ATR

KB Source:

Title/Subject:

Mileage: 56068

Dealer #: 251509 Dir Cent: SANTOSE Serv. Ph: (818) 222-5555 Serv Mgr: Dir Name: ACURA 101 WEST 24850 CALABASAS RD. CALABASAS, CA 91302- Phone: 818-222-5555 Fax #: (818) 223-2797 DSM Name: RICK KRAMER Zone/Dist: 01 / B Phone: (310) 781-6799 - 15989	VIN: 19UUA566X1A032805 Err: Year: 2001 Model: 3.2TL Tran: DAT Trim/Grade: 3.2TL Doors: 4DR WD: 2 Fact: MARYSVILL Country: USA Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA Engine #: Transf: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

09/23/02 12:49:42 GREGF:----->REMAN A/T ORDERED 9/23/02
 ----->NOT ENGAGING.

Tech Line Contact Report

T/L Ref #: 1104656	Created By: GREGF	Date Created: 10/01/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 DWNSHFTS INTO 1ST

Probable Cause; Solution:
REMAN A/T ORDERED 10/1/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 16960

Dealer #: 251481 Dir Cont: DAVE TZ: 3 Serv. Ph: (201) 587-0029 Serv Mgr: DAVE TANGEN Dir Name: PARK AVE. ACURA 247 W. PASSAIC ST. MAYWOOD, NJ 07607-9999 Phone: 201-587-9000 Fax #: (201) 587-3159 DSM Name: STEVE SABATINI Zone/Deat: 02723 Phone: (310) 781-6799 - 15433	VIN: 19UUA568X2A050962 Err: Year: 2002 Model: 3.2TL Tran: 5AT Trim/Grade: TYPE-S Doors: 4DR WD: Fact: MARYSVLL Country: USA Date: 8/11/02 DR TYPE: SEC V DRY TYPE: 1 Wgt: 415 SUN ROOF: ABS AIR BAGS: USA Engn: 2.5 Engn Type: 1 W/O: Para Req #:
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Tech Line Suggests

Information from Dealer

10/01/02 14:51:05 GREGF; ----->REMAN A/T ORDERED 10/1/02
 ----->DWNHFTS INTO 1ST.

Tech Line Contact Report

T/L Ref #: 1105051	Created By: GREGF	Date Created: 10/02/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:

2510 SELF DWN SHFTS, 60-30MPH

Probable Cause; Solution:

REMAN A/T ORDERED 10/2/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 42478

<p>Dealer #: 251084</p> <p>Dir Cont: DAGO TZ: 0</p> <p>Serv. Ph: (714) 689-1188</p> <p>Serv Mgr: ERIC LI</p> <p>Dir Name: TUSTIN ACURA 9 AUTO CENTER DRIVE TUSTIN, CA 92782-</p> <p>Phone: 714-689-9900 Fax #: (714) 784-4046</p> <p>DSM Name: SEAN PALMER Zone/Dist: 014 D</p> <p>Phone: (310) 781-6799 - 16955</p>	<p>VIN: 19UUA56932A002809 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: TYPSENAV</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR TYPE-S NAVI 60Y/L 260.0HP 3.2L</p> <p>Acc: P/S, SUN ROOF, ABS, AIR BAG, USA</p> <p>Engine #: Trans:</p> <p>Eng Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

10/02/02 12:02:54 GREGF:----->REMAN A/T ORDERED 10/2/02
 ----->SELF DWN SHFTS, 60-30MPH.

Tech Line Contact Report

T/L Ref #: 1106295	Created By: GREGF	Date Created: 10/04/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 DWNSHFTS @ FREEWAY SPEEDS

Probable Cause; Solution:
REMAN A/T ORDERED 10/4/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 62829

<p>Dealer #: 251602</p> <p>Dir Cont: JUSTIN TZ: 0</p> <p>Serv. Ph: (714) 777-3300</p> <p>Serv Mgr: LEE JOHNSON</p> <p>Dir Name: WEIR CANYON ACURA 8375 EAST LA PALMA AVE ANAHEIM, CA 92808-</p> <p>Phone: 714-777-3300 Fax #: (714) 776-2912</p> <p>DSM Name: BILL NOTTBUSCH Zone/Dist: 017 C</p> <p>Phone: (310) 781-6799 - 15993</p>	<p>VIN: 19UUA56631A029481 Err:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Tran: 5AT Tran/Grade: 3.2TL</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TOS, LEATHER, USA</p> <p>Engine #: Trans #:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

10/04/02 14:02:04 GREGF:----->REMAN A/T ORDERED 10/4/02
----->DWNSHFTS @ FREEWAY SPEEDS.

Tech Line Contact Report

T/L Ref #: 1108830	Created By: GREGF	Date Created: 10/14/2002	Last Edited By: GREGF
			# of Edits: 1

Code: Original Complaint:

2513 SHFTS ERRATIC, DWNSHFTS ON OWN

Probable Cause; Solution:

REMAN AT ORDERED 10/14/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 27438

<p>Dealer #: 251036</p> <p>Dir Cont: MARK TZ: 2</p> <p>Serv. Pt: (281) 821-1100</p> <p>Serv Mgr: JERRY BAKER</p> <p>Dir Name: GILLMAN AOURA</p> <p>501 RANKIN RD</p> <p>HOUSTON, TX 77079</p> <p>Phone: 281-821-1100 Fax #: (281) 821-2540</p> <p>DSM Name: RICK HALE Zone/Dist: 06 / C</p> <p>Phone: (310) 781-6799 - 15062</p>	<p>VIN: 19LUA58651A022418 Err:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Tran: 5AT Trim Grade: 3.2TL</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Transf:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

10/14/02 10:32:33 GREGF:----->REMAN TRANS ORDERED 10/14/02

----->SHFTS ERRATIC, DWNSHFTS ON OWN.

Tech Line Contact Report

T/L Ref #: 1109943	Created By: KEITHC	Date Created: 10/16/2002	Last Edited By: SCOTTV
			# of Edits: 2

Code: Original Complaint:

2510 DWN SHIFTS W/O WARNING

Probable Cause; Solution:

REMAN A/T ORDERED 10/16/02

Alt Codes:

Status:

KB Source:

Title/Subject

Mileage:

25872

<p>Dealer #: 251137</p> <p>Dir Cont: TRAVIS TZ: 2</p> <p>Serv. Ptc: (915) 778-0044</p> <p>Serv Mgr: DON POLING</p> <p>Dir Name: HOY-FOX ACURA 7230 VISCOUNT BLVD. EL PASO, TX 79925</p> <p>Phone: 915-778-0044 Fax #: (915) 772-4867</p> <p>DSM Name: STEVE SANDERS Zone/Dist: 06 / B</p> <p>Phone: (310) 781-8799 - 15431</p>	<p>VIN: 19JJA66822A028073 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Tran: 5AT Tran/Grade: TYPE-S</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR TYPE-S 60YL 200HP 3.2L</p> <p>Acc: P/S, SUN ROOF, ABS, AIR BAG, USA</p> <p>Engine #: Trans #:</p> <p>Em Type: W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

10/16/02 07:44:50 KEITHC:----->TRANS SHIFTS DOWN W/O WARNING
REFER TO REMAN
10/16/02 12:03:09 SCOTTV:----->REMAN A/T ORDERED 10/16/02
----->ERRATIC D/SHIFT

Tech Line Contact Report

T/L Ref #: 1110281	Created By: SCOTTV	Date Created: 10/16/2002	Last Edited By: SCOTTV	# of Edits: 1
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Code: Original Complaint:

2510 D/SHIFTS AT HIGHWAY SPEEDS

Probable Cause; Solution:

REMAN A/T ORDERED 10/16/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 26323

<p>Dealer #: 251478</p> <p>Dir Cont: RANDY TZ: 3</p> <p>Serv. Ph: (248) 471-8200</p> <p>Serv Mgr: ASH MALL</p> <p>Dir Name: SUBURBAN ACURA</p> <p>25000 HAGGERTY ROAD</p> <p>FARMINGTON HILL, MI 48335</p> <p>Phone: 248-471-8200 Fax #: (248) 427-5753</p> <p>DSM Name: THOMAS MITCHELL Zone/Dist: 03 / C</p> <p>Phone: (310) 781-6799 - 15905</p>	<p>VIN: 19UUA56712A032714 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: TL NAVI</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR NAVI 6CYL 225 HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans #:</p> <p>Em #:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

10/16/02 17:05:05 SCOTTV

REMAN A/T ORDERED 10/16/02

DOWNSHIFTS AT HIGHWAY SPEEDS.

Tech Line Contact Report

T/L Ref #: 1111274	Created By: KEITHC	Date Created: 10/21/2002	Last Edited By: KEITHC	# of Edits: 1
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Code: Original Complaint:
2510 SURPRIZE DOWN SHIFT

Probable Cause; Solution:
REFER TO REMAN

Alt Codes:

Status:

KB Source: **Title/Subject:** **Mileage:** **680**

<p>Dealer #: 251022</p> <p>Dir Cont: KEITH T2: 3</p> <p>Serv Ph: (678) 597-2209</p> <p>Serv Mgr: LARRY DINO</p> <p>Dir Name: ED VOYLES ACURA</p> <p>5700 PEACHTREE IND. BL</p> <p>CHAMBLEE, GA 30341-1916</p> <p>Phone: 770-452-8800 Fax: (678) 597-3137</p> <p>DSM Name: MICHAEL WOODEN Zone/Dist: 04 / C</p> <p>Phone: (310) 781-6799 - 15981</p>	<p>VIN: 19UUA56893A040198 Err:</p> <p>Year: 2003 Model: 3.2TL</p> <p>Tran: 5AT Trim/Grade: TYPE-S</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Base: 3.2TL 4DR TYPE-S 6CYL 260.0HP 3.2L</p> <p>Acc: P/S, SUN ROOF, ABS, AIR BAG, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Reg #:</p>
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Tech Line Suggests

Information from Dealer

10/21/02 06:09:54 KEITHC;----->SURPRIZE DOWN SHIFT, FLAIRS ON SHIFTS
REFER TO REMAN

Tech Line Contact Report

T/L Ref #: 1112988	Created By: GREGF	Date Created: 10/24/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 WON'T MOVE, FWD OR REVERSE

Probable Cause; Solution:
REMAN AT ORDERED 10/24/02

Alt Codes:

Status:

KB Source: Title/Subject: Mileage: 10259

Dealer #:	251317	VIN:	18ULIA66892A051890	Err:
Dis Cont:	FRANK	Year:	2002	Model:
Serv Ph:	(631) 968-4141	Tran:	5AT	Trim/Grade:
Serv Mgr:	DOMINICK BARTONE	Doors:	4DR	WD:
Dir Name:	HILLSIDE ACURA	Fact:	MARYSVILL	Country:
	1930 SUNRISE HIGHWAY	Desc:	3.2TL 4DR TYPE-S 6CYL 260.0HP 3.2L	
	BAY SHORE, NY 11706-8013	Acc:	P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone:	631-968-4000	Engine #:		Trans#:
	Fax #: (631) 968-4207	Em Type:		
DSM Name:	AMY TEERLINCK	W.O.#:		Parts Req #:
Phone:	15451			
	Zone/Dist: 05 / F			

Tech Line Suggests

Information from Dealer

10/24/02 14:04:39 GREGF:----->REMAN TRANS ORDERED 10/24/02
----->WON'T MOVE, FWD OR REVERSE.

Tech Line Contact Report

T/L Ref #: 1113288	Created By: TIMJ	Date Created: 10/25/2002	Last Edited By: GREGF
			# of Edits: 2

Code: Original Complaint:
2513 DWN SHFTD ON HWY, RPM FLARE

Probable Cause; Solution:
ATR; TRANS; REMAN

Alt Codes:

Status:

KB Source: **Title/Subject:** **Mileage:** **23230**

Dealer #: 251455 Dir Cont: FRANK TZ: 3 Serv. Ph: (941) 433-1881 Serv Mgr: BOB BUSH Dir Name: GALLOWAY'S SUN COAST ACURA 15681 S. TAMiami TRAIL FORT MYERS, FL 33908 Phone: 941-433-1881 Fax #: (941) 415-2181 DSM Name: ANDY COLEMAN Zone/Dist: 04 / G Phone: (310) 761-6799 / 15927	VIN: 19UUA56891A017450 Em: Year: 2001 Model: 3.2TL Trans: 5AT Trim/Grade: 3.2TL Doors: 4DR WD: 2 Ecd: MARYSVILLE Country: USA Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

10/25/02 06:15:24 TIMJ:----->CUST SAYS CAR DOWNSHIFTED ITS SELF ON THE HWY.
 ----->ALSO SAYS INT NO REVERSE AND ENGINE REM REVS.
 ----->NO DTC'S. CAN I ORDER A TRANS?
 THATS UP TO DSM IF YOU NEED AUTH, BUT IT
 SOUNDS LIKE YOUR TRANS IS HURT.
 10/25/02 12:37:50 GREGF:----->REMAN TRANS ORDERED 10/25/02
 ----->DOWNSHIFTED @ HWY SPEEDS.

Tech Line Contact Report

T/L Ref #: 1118589	Created By: GREGF	Date Created: 11/04/2002	Last Edited By: PETERL
			# of Edits: 2

Code: Original Complaint:
2510 KICKS DWN TO 1ST

Probable Cause; Solution:
REMAN AT ORDERED 11/04/02

Alt Codes:

Status: ATR

KB Source:

Title/Subject:

Mileage: 14414

<p>Dealer #: 251078</p> <p>Dir Cont: MIKE TZ: 2</p> <p>Serv. Ph: (713) 596-2326</p> <p>Serv Mgr: JASON EDWARDS</p> <p>Dir Name: STERLING MCCALL ACURA 10455 SOUTHWEST FREWAY HOUSTON, TX 77074-1101</p> <p>Phone: 713-228-7279 Fax #: (713) 774-0107</p> <p>DSM Name: RICHARD KAHL Zone/Dist: 36/D</p> <p>Phone: -15885</p>	<p>VIN: 19UUA58862A053695 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Tran: 5AT TransGrade: TYPE-S</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR TYPE-S 6CYL 260.0HP 3.2L</p> <p>Acc: P/S, SUN ROOF, ABS, AIR BAG, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

11/04/02 17:34:59 GREGF:----->REMAN TRANS ORDERED 11/04/02
----->KICKS DWN TO 1ST.

11/06/02 06:05:12 PETERL:----->INSTALLED TRANS AND NOW I HAVE P1753.
JUST INSTALLED TRANS----->YES I REPLACED A/B SOLENOID AND STILL CODES
CODE IS FOR L/U SOLENOID, CHECK CONNECTIONS
TO L/U----->WHERE IS IT
UNDER RAD HOSES----->ITS HARD TO GET TO
CHECK CONNECTIONS

Tech Line Contact Report

T/L Ref #: 1118213	Created By: SCOTTV	Date Created: 11/08/2002	Last Edited By: SCOTTV
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Code: Original Complaint:
2510 DWNShFT WHILE CRUISING

Probable Cause; Solution:
REMAN A/T ORDERED 11/8/02

Alt Codes:

Status:

KB Source: **Title/Subject:** **Mileage:** 29783

Dealer #: 251028 Dir Cont: MICHAEL TZ: 1 Serv. Ph: (520) 748-2000 Serv Mgr: STEVE GUZINGER Dir Name: BEAUDRY ACURA 4600 E. 28ND STREET TUCSON, AZ 85711 Phone: 520-748-2000 Fax #: (520) 747-2311 DSM Name: JAMES FLEURY Zone/Dist: 06 / E Phone: 16474	VIN: 19UUA56681A024907 Err: Year: 2001 Model: 3.2TL Tran: SAT Trim/Grade: 3.2TL Doors: 4DR WD: 2 Fact: MARYSVILL Country: USA Desc: 3.2TL 4DR 6CYL 226.0HP 3.2L Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA Engine#: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

11/08/02 12:47:52 SCOTTV:----->REMAN A/T ORDERED 11/08/02
 ----->DOWNSHIFT WHILE CRUISING ON HWY

Tech Line Contact Report

T/L Ref #: 1118519	Created By: GREGF	Date Created: 11/11/2002	Last Edited By: GREGF
			# of Edits: 1

Code: Original Complaint:
2510 LOCKED UP

Probable Cause; Solution:
REMAN A/T ORDERED 11/11/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 19971

<p>Dealer #: 251500</p> <p>Dir Cont: MARK TZ: 3</p> <p>Serv Ph: (352) 373-0300</p> <p>Serv Mgr:</p> <p>Dir Name: GATORLAND ACURA 3435 N. MAIN ST GAINESVILLE, FL 32609</p> <p>Phone: 352-373-0300 Fax:</p> <p>DSM Name: Kurt Perko Zone/Dist: 04 / E</p> <p>Phone: (310) 781-8799 - 15925</p>	<p>VIN: 19UUA56821A019459 Err:</p> <p>Year: 2001 Model: 3.2TL</p> <p>Trans: 5AT Trim/Grade: 3.2TL</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR 6CYL 225.0HP 3.2L</p> <p>Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.R: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

11/11/02 09:44:11 GREGF:----->REMAN TRANS ORDERED 11/11/02
----->LOCKED UP.

11/11/02 09:44:30 GREGF:-----(call back)----->MARK.

*****RPO INPUT DATA FORM FOR SHIPPING PROBLEM*****

- 1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
IF SO, WHAT WAS THE CODE?----->
- 2.) WERE YOU ABLE TO REPEAT THE CODE?----->
- 3.) WAS THE ECU REPLACED?----->NO
- 4.) WERE ANY SOLENOIDS REPLACED?----->NO
- 5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
PROBLEM?----->OP
- 6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
- 7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
- 8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
PROBLEM?----->MODERATE
- 9.) GENERAL COMMENTS/INFORMATION?----->TRANS WIL JUST DWN SHFT ON IT'S OWN. YOU WILL
----->BE GOING ALONG AND IT FEEL LIKE THE CAR IS IN
----->TWO GEAR. WILL PUT YOU INTO THE WINDSHIELD.

Tech Line Contact Report

T/L Ref #: 1121211	Created By: SCOTTV	Date Created: 11/18/2002	Last Edited By: SCOTTV
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Code: Original Complaint:
2510 SUDDEN DWNShifts

Probable Cause; Solution:
REMAN A/T ORDERED 11/18/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 24200

<p>Dealer #: 251454</p> <p>Dir Cont: DAN TZ: 3</p> <p>Serv Ph: (609) 895-0600</p> <p>Serv Mgr: BUD A.</p> <p>Dir Name: PRECISION ACURA OF PRINCETON 3001 ROUTE 1 LAWRENCEVILLE, NJ 08648-2405</p> <p>Phone: 609-895-0600 Fax #: (609) 895-0636</p> <p>DSM Name: STEVE NELSON Zone/Dist: 02 / A</p> <p>Phone: (856) 886-3850 - 15952</p>	<p>VIN: 19UYA42601A036988 Em:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trim/Grade: TYPE S</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2CL 2DR TYPE S 6CYL 280.0HP 3.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
--	--

Tech Line Suggests

Information from Dealer

11/18/02 15:10:36 SCOTTV:----->REMAN A/T ORDERED 11/18/02
----->SUDDEN DWNShifts

Tech Line Contact Report

T/L Ref #: 1123592	Created By: GREGF	Date Created: 11/25/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2610 WILL DWNHFT @ FREEWAY SPEEDS

Probable Cause; Solution:
REMAN A/T ORDERED 11/26/02

Alt Codes:

Status:

KB Source: **Title/Subject:** **Mileage:** **24336**

Dealer #: 261385 Dir Cont: HERB TZ: 0 Serv. Ph: (503) 588-5000 Serv Mgr: TERRY MOSGROVE Dir Name: ACURA OF SALEM 2475 COMMERCIAL ST SE SALEM, OR 97302- Phone: 503-588-5000 Fax #: (503) 391-5242 DSM Name: CORY ROMONOSKY Zone/Dist: 01 / J Phone: - 15458	VIN: 19UUA56802A003817 Err: Year: 2002 Model: 3.2TL Trans: 5AT Trans/Grade: TYPE-S Doors: 4DR WB: 2 Fact: MARYSVILL Country: USA Desc: 3.2TL 4DR TYPE-S 6CYL 260.0HP 3.2L Acc: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Trans#: Em Type: W.O.#: Parts Req #:
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Tech Line Suggests

Information from Dealer

11/25/02 13:54:16 GREGF:----->REMAN TRANS ORDERED 11/25/02
 ----->WILL DWNHFT @ FREEWAY SPEEDS.

Tech Line Contact Report

TL Ref #: 1124513	Created By: GREGF	Date Created: 11/27/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 ABRUPT DWNHFT, DELAYS REVERSE

Probable Cause; Solution:
REMAN A/T ORDERED 11/27/02

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 31300

<p>Dealer #: 251488</p> <p>Dir Cont: FRANK TZ: 3</p> <p>Serv Ph: (845) 298-0470</p> <p>Serv Mgr: DON BOSCH</p> <p>Dir Name: HEART ACURA</p> <p>1271 RTE 9</p> <p>WAPPINGERS FALL, NY 12590</p> <p>Phone: 845-298-0400 Fax #: (845) 298-1629</p> <p>DBM Name: Melissa Cahn Zone/Dist: 05 / D</p> <p>Phone: (111) 111-1111</p>	<p>VIN: 19UUA56922A027233 Err:</p> <p>Year: 2002 Model: 3.2TL</p> <p>Tran: SAT Trim/Grade: TYPE NAVI</p> <p>Doors: 4DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2TL 4DR TYPE-S NAVI 8CYL 260.0HP 3.2L</p> <p>Acc: P/S, SUN ROOF, ABS, AIR BAG, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
---	---

Tech Line Suggests

Information from Dealer

11/27/02 11:52:47 GREGF:----->REMAN TRANS ORDERED 11/27/02
----->ABRUPT DWNHFT, DELAYS REVERSE.

Attachment Q2-C



January 8, 2002

American Honda Corp.
1919 Torrance Boulevard
Torrance, CA 90501

RECEIVED

JAN 11 2002

HONDA NORTH AMERICA
LAW DEPARTMENT

RE: Claim : PCS-208
Insured :
Loss date: 12/06/01
Claimant : Jodi Adams

To Whom It May Concern:

We are the Third Party Administrator for MADSIF, the Michigan Auto Dealers Self-Insured Fund. Gettel Imports is insured through this group and a claim has been presented against them.

Our investigation reveals that _____ and perhaps her child, suffered injuries due to transmission problems with her 2001 Acura 3.2 TL. Apparently the transmission failed by down-shifting from 4th gear into 1st gear without notice. It is claimed that injuries were sustained when they were thrown into the dashboard.

_____ has retained an attorney. As the insurance adjuster for _____ tender these damages to you.

Please contact me at 1 (800) 930-7272 to confirm receipt of this letter.

Please contact Claimant Attorney Melton H. Little for direct handling of this matter. I have enclosed a copy of his Letter of Representation for your reference.

Thank you for your kind attention to this matter.

Yours truly,
PCS

Laura Jorgenson
Sr. Adjuster

Enclosure: Letter of Representation

cc: Mary Cochrane, Gettel Imports
Kathy Hammond, Lake Agency

Maxcia / PCS
CLAIMS ADMINISTRATOR
Property & Casualty Solutions • Suite 400 • 4843 Cascade Road SE • Grand Rapids MI 49546
800.930.7272 • f:616.285.0061

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Special Report

Run Date: 10/25/02

Case Details

Case ID :	B012002-09-2300288	Division :	Acura - Auto	Condition :	Closed	Open Date :	9/23/2002 7:35:13 AM
Case Originator :	Jason Stradford	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/24/2002 10:00:24
Case Owner :	Jason Stradford	Method :	Phone	Queue :		Days Open :	1
		Point of Origin :	Customer	Wipbfn :			
Case Title :	LA TIMES ARTICLE	No. of Attachments :	0				

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. : 814-870-1150
 Contact Name : RICHARD ZIMMERMAN
 Day Phone No. : 814-870-1150
 Evening Phone No. : 814-455-1319
 Cell / Pager No. :
 Fax No. :
 Address : 1750 W 22ND ST
 City / State / Zip : ERIE, PA 16502
 E Mail :
 Service District No. :
 Sales District No. :

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA42471A018158
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4241FNW / B
 Miles / Hours :
 In Service Date : 9/7/00
 Months in Use : 24
 Engine Number : J32A13007475
 Originating Dealer No. / Name : 251483 / CREST ACURA
 Selling Dealer No. / Name : 251447 / ACURA OF ERIE
 Trim : 3.2 CL
 No. Of Doors : 2
 Transmission Code : 5AT
 Exterior Color : GN
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Service District No. :
 Sales District No. :
 Warranty Labor Rate / Date :
 Agent Name :

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-09-2300288-1 / RICHARD ZIMMERMAN -	Subcase Close	Corporate	Media Exposure	218	Automatic Trans	

AMERICAN HONDA**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM**

Special Report

Run Date: 10/25/02

Issue Details

Issue ID: B012002-09-2300288-1	Type 1: Corporate	Condition: Closed	Wipbln:
Issue Originator: Jason Stradford	Type 2: Media Exposure	Status: Subcase Close	Open Date: 9/23/02 7:35:23 AM
Issue Owner: Jason Stradford		Queue:	Close Date: 9/24/02 10:00:22 AM
Issue Title:			

Coding Info:

Labor Code / Desc: 218 / Automatic Trans

Condition Code Desc	Shift Quality 2181
Campaign Code / Desc:	/
Involved Party:	
Document Ref. #:	
Resolved Through:	
Decision In Favor Of:	
Resolutions:	Documented Concern
NPS Number:	

Check Req Info:

VIN Type / No.:	Delivery Date:
Engine Serial Number:	Status:
Check Requisition No.:	Cost Center:
Division:	Approval Date:
Contention Code:	Check No.:
Defect Code:	Check Date:
Category:	
Primary Amount:	
Incidental Type 1 / Amount:	/
Incidental Type 2 / Amount:	/
Total Amount:	
Payee Name:	
Payee Phone No.:	
Address:	
City / State / Zip:	

Claim Auth Info:

VIN No.:	Repair Order Date:
Dealer No.:	Expiration Date:
Claim No.:	Last Updated On:
Requested Amount:	Parts Amount:
Reimbursement Amount:	Labor Amount:
Maximum Claim Amount:	
Error Codes:	

Solution / Linked Resolution Info:

Solution ID:	Resolution Title:
Solution Title:	

Parts Info:

Part No.	Part Description	BO Reason

Claim Auth Notes:

Case History

Case ID : B012002-09-2300288

Case Title :

***NOTES LOG 09/23/02 07:35:13 AM jstradfo

La Times article

The customer said he feels the transmission caused him to have a accident. He read an article about our transmissions problems and feels that is the reason he had the accident. Dan at the Body shop, which is a Cadillac dealer verified the problem. The customer had AAA tow the car to the Acura Dealer.

They told him they had to have the car towed to there body shop, which is the Cadillac dealer. The customer spoke with the GM of the dealer who told him to call our office. The customer said he is paying for the repairs. He is not using his insurance company.

The customer was driving on the highway in the middle lane. The customer felt a sudden jar in the car. He thought he hit something and swerved. When he swerved he hit the curb causing the damage. He subsequently determined the transmission shifted from 5th to 2nd causing the jarring of the car. There was no police report. There were no injuries. He was alone when it occurred. This occurred 8-31.

The car is repaired to the point where the Body Shop could roadtest the car. Dan, at the body shop said he verified the shifting of the car.

*** SUBCASE B012002-09-2300288-1 9/23/2002 7:35:23 AM jstradfo

**** SUBCASE B012002-09-2300288-1 - NOTES 9/23/2002 7:46:03 AM jstradfo Action Type Call from Customer

Advised the customer our responsibility is to repair his car under the terms and conditions of his warranty. Suggested to him his insurance company would subjugate if they thought we responsible. The customer said he was going to pay for the repair. Advised the customer he could send our office whatever information he had that he felt proved his point. Upon review of that information we would provide him with our official position. Advised him, at this point we would repair any warrantable problem, but would not be willing to pay for damage due to the accident. The customer said he understood and would send in the information he has.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8383
DC METRO AREA (202) 368-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1382

Date Received

20-MAR-2002

 Od_or
rt_dt
od_rt
sp_ltr

Reference No.

8000023

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☐ YES ☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of dashboard on driver's side)</small>	Vehicle Make ACURA	Vehicle Model 3.2TL	Vehicle Year 2001	Current Odometer Reading
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Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passenger's Side Airbag	Cruise Control <input type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Utility Truck <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07308000	Part Name(s) POWER TRAIN: TRANSMISSION-AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure	Date of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 1	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING 70 MPH AND WITHOUT WARNING SPEED OF VEHICLE DROPPED FROM 70MPH TO 10 MPH.
DRIVER SUFFERED MINOR INJURIES. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4235

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

15-AUG-2002

Od_or
rt_dt
ed_rt
ap_jr

Reference No.

765673

OWNER INFORMATION (Type or Print)

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of dashboard on driver's side) 1BUUA56972A048157
Vehicle Make ACURA
Vehicle Model 3.2TL
Vehicle Year 2002
Current Odometer Reading

Purchase Date 01-NOV-2001
Dealer's Name
City State Zip Code
Engine Size (CID/CC/L) No Cylinders
☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injectio

Transmission Type ☐ Manual ☒ Automatic
Antilock Brakes ☒ Yes ☐ No
Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driver's Side Airbag ☐ 2-Point Belt ☐ Passenger's Side Airbag
Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Ut ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000 07380000
Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM
POWER TRAIN:TRANSMISSION:AUTOMATIC
Location ☐ Left ☐ Right ☐ Front ☐ Rear
Failed Part(s) ☐ Original ☐ Replacement
No of Failures 20
Date(s) of Failure(s) 01-AUG-2002
Mileage at Failure(s) 19650
Vehicle Speed at Failure(s) 45
Failed Part(s) ☐ Yes ☐ No
NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No
Fire ☐ Yes ☒ No
Number of Persons Injured 0
Number of Fatalities 0
Estimated Property Damage
Reported to Police ☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DANGEROUSLY FAULTY TRANSMISSION CAUSED ME TO CRASH VEHICLE, SLIPPED INTO "PARK" AT HIGH SPEEDS ON FREEWAY LOCKING-UP TIRES. FAULTY ROTORS/BRAKE PADS CAUSE STEERING WHEEL TO "SHIMMY" AT BRAKING.*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

T/L Ref #: 1087485	Created By: JAMESV	Date Created: 08/09/2002	Last Edited By: TIMJ	# of Edits: 2
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Code: Original Complaint:
2510 WILL NOT D-SHIFT, SLIPS IN ALL

Probable Cause; Solution:
REMAN A/T ORDERED 8/9/02

Alt Codes:

Status:

KB Source: **Title/Subject:** **Mileage:** 20625

Dealer #: 251059 Dir Cont: CARLOS TZ: 0 Serv. Ph: (562) 402-5281 Serv Mgr: BOB BALDWIN Dir Name: CERRITOS ACURA 18827 STUDEBAKER RD CERRITOS, CA 90703-5332 Phone: 562-402-5281 Fax #: (562) 402-4281 DSM Name: KENNETH LIM Zone/Dist: 01/A Phone: (310) 781-6789 - 15993	VIN: 19UUA56972A048157 Err: Year: 2002 Model: 3.2TL Tran: 5AT Trin/Grade: TYPE-S NAV Doors: 4DR WD: 2 Fact: MARYSVILLE Country: USA Desc: 3.2TL 4DR TYPE-S NAV 1600 260 0HP 3.2L Acc: R/S, SUN ROOF, ABS, AIR BAG, USA Engine #: Trans: Em Type: W.O.B: Parts Req #:
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Tech Line Suggests

Information from Dealer

08/09/02 15:03:37 JAMESV:----->REMAN A/T ORDERED 8/9/02
 ----->WILL NOT D-SHIFT, SLIPS IN ALL GEARS.
 10/25/02 07:34:11 TIMJ:----->
 ----->I WILL CALL DEALER LATER TODAY TO GET SHIPPING
 ----->INFO ON THIS TRANS.

Spool Report

Print Date: 05/02/2002

Case Details

Case ID :	B012002-03-2000332	Division :	Acura - Auto	Condition :	Closed	Open Date :	3/20/2002 10:26:58
Case Originator :	Makeba Mims	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/11/2002 8:03:23 AM
Case Owner :	Shonte Sheppard	Method :	Phone	Queue :		Days Open :	22
Case Title :		Point of Origin :	Customer	Wipblin :			
				No. of Attachments :	9		

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : NORTHVILLE, MI
 E Mail :
 Svc District / Site District : /

Current Dealer Info :

Current Dealer No. / Name 251239 / ACURA OF TROY
 Phone No. : 248-643-0900
 Address : 1828 MAPLELAWN
 City / State / Zip : TROY, MI 48064
 Svc District / Site District : 03C / B03
 Warranty Labor Rate / Date : \$70.00 /
 Agent Name :

Current Dealer Info :

Dealer #	Dealer Name	Agent Name	Review

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-03-2000332-1	Subcase Close	Product	Operation - "Safety"	218	Automatic Trans	

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56631A023483
 Model / Year : 3.2TL / 2001
 Model ID / Product Line : UA5661JTW / B
 Miles / Hours : 18,000
 In Service Date : 3/27/01
 Months In Use : 12
 Engine Number : J32A13404817
 Originating Dealer No. / Name 251478 / SUBURBAN ACURA
 Selling Dealer No. / Name : 251478 / SUBURBAN ACURA
 Trim : 3.2TL
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BX
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms : Miles / Months

3rd Party Info :

Party 1 : Not Applicable
 Party 2 : Not Applicable
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Spool Report

Run Date: 10/29/2002

Issue Details

Issue ID : B012002-03-2000332-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Shonte Sheppard	Type 2 : Operation : "Safety"	Status : Subcase/Closed	Open Date : 3/20/02 1:26:46 PM
Issue Owner : Shonte Sheppard		Queue :	Close Date : 4/11/02 8:03:19 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 218 / Labor 218X

Condition Code Desc : Labor 218X
 Campaign Code / Desc :
 Involved Party :
 Document Ref. # :
 Resolved Through :
 Decision In Favor Of :
 Resolutions : Documented Concern ,
 NPS Number :

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount :
Reimbursement Amount :	Labor Amount :
Maximum Claim Amount :	
Error Codes :	

Check Req Info :

VIN Type / No. :	Delivery Date :
Engine Serial Number :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount :	
Incidental Type 1 / Amount :	/
Incidental Type 2 / Amount :	/
Total Amount :	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-03-2000332

Case Title :

***NOTES LOG 03/20/02 10:26:58 AM mmims

Client states she was driving at 70 mph on the highway, and did a lane change. The client states as soon as she made the lane change the car went from 70 mph to 20 mph immediately. The client states she was injured, she hit her head on the steering wheel and hurt her neck. The client states she drove the car to Troy Acura. The client states the dealer informed her that the transmission dropped out. The client states the dealer informed her that she will need a new transmission and they can have one installed in the car in about 1 week. The client states she is really afraid to drive this car. The client states there was no prior warning lights or anything. The client states she does not want this car, and would like to know what her options are.

*** NOTES 03/20/2002 10:27:41 mmims Action Type: Call from Customer

I advised the client that a case manager will review her concerns and follow-up with her in 2-3 business days.

*** NOTES WITH COMMITMENT 03/20/2002 13:26:40 sheppard Action Type: Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 3/21/02 1:

This customer contacted our office regarding the following issue(s):

Client states she was driving at 70 mph on the highway, and did a lane change. The client states as soon as she made the lane change the car went from 70 mph to 20 mph immediately. The client states she was injured, she hit her head on the steering wheel and hurt her neck. The client states she drove the car to Troy Acura. The client states the dealer informed her that the transmission dropped out. The client states the dealer informed her that she will need a new transmission and they can have one installed in the car in about 1 week. The client states she is really afraid to drive this car. The client states there was no prior warning lights or anything. The client states she does not want this car, and would like to know what her options are.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Shonte Sheppard

(Auto/ Acura CR) Automobile Customer Service

Case History

Case ID : B012002-03-2000332

Case Title :

*** SUBCASE B012002-03-2000332-1 3/20/2002 1:26:46 PM ssheppar

*** CAMPAIGN CHECK 03/20/02 01:27:04 PM ssheppar

No data found For VIN

*** FULFILL 03/20/2002 13:27:19 ssheppar

*** COMMIT 03/20/2002 13:27:32 ssheppar Action Type: N/A

*** NOTES 03/21/2002 09:19:44 rash Action Type: Note-General

RA 14828 - Sent message for JC in legal and he advised that he would follow up with our office.

*** NOTES 03/25/2002 07:51:57 ssheppar Action Type: Call to Customer

Spoke with client 3-21

Client provided additional details to her situation. Client stated she was traveling on a HWY at approx. 70/mph. Client stated she proceeded to switch lanes when the vehicle felt as if it went in reverse and the mph dropped to approx. 30/mph. Client stated when after the lane switch the vehicle seemed to operate fine but shortly after she could only drive approx. 30/mph. Client stated she then took the vehicle to the nearby Acura dealership and they issued her a loaner vehicle which she is not happy with. Client stated she was issued an Integra. Client stated her upper body was very sore because of the seat belt tightening, so she went to an urgent care facility. Client stated there x-rays were taken and she was informed that she has a broken rib. Client stated she still wants to receive a second opinion from her normal provider. Client stated she is very disappointed in the operation of her vehicle and does not feel comfortable driving the vehicle any longer. Client stated she is lucky to be alive. Client stated she has missed work and has to have others drive her around because she is so sore. Client wants to know what Acura plans to do for her. Client stated she does not know what to ask for so she will wait to hear her options. Client stated she know has medical bills and time lost from work. Client was informed that we are currently reviewing her case and she will be contacted very shortly after. Client stated that will be fine and she will wait to hear back from this office.

Case ID : B012002-03-2000332

Case Title :

*** NOTES 03/25/2002 07:54:58 ssheppar Action Type: Call to Dealer

Spoke with Greg, SM 3-21

Greg stated he is aware of client's situation and stated the customer needs a new transmission. Stated the situation the client is describing is very unique. Stated the client was provided with a loaner vehicle. Stated he has informed Tom M., DPSM regarding this issue. Advised Greg that we are going to treat this case as a PL. Stated the client did not inform him that she planned to pursue this matter legally.

*** NOTES 03/25/2002 07:57:05 ssheppar Action Type: Field/DSM

Spoke with R.A., supervisor & J.C., Legal 3-21

Advised me to inform the dealership to keep the transmission that we will taken out of the client's vehicle. J.C., stated the dealership should proceed with the repairs and then f/u with the customer to discuss her requests.

*** NOTES 03/25/2002 07:59:48 ssheppar Action Type: Field/DSM

Spoke with Tom M., DPSM and Greg, SM, 3-21

Informed Tom of client's situation and he received details from Greg that the vehicle will not go into reverse and needs a new transmission. Advised Tom that we plan to handle this case as a PL and the normal procedures are requested.

*** NOTES 03/25/2002 08:00:35 ssheppar Action Type: Call from Customer

Received a call from client 3-22

Client stated she went to her normal provider and was advised that she does not have broken ribs.

*** NOTES 03/26/2002 07:33:27 ssheppar Action Type: Call from Customer

Received a message from client stating, if she doesn't hear back from this office she plans to take other actions.

*** NOTES 03/26/2002 07:33:52 ssheppar Action Type: Manager

Discussed case with R.A., Supervisor.

Case History

Case ID : B012002-03-2000332

Case Title : ---

*** NOTES 03/26/2002 07:37:11 ssheppar Action Type: Call to Customer
Left Client a message to contact ACS to discuss her concerns.

*** FULFILL 03/26/2002 07:37:17 ssheppar Action Type: N/A

*** NOTES 03/26/2002 07:38:07 ssheppar Action Type: Field/DSM
Left Tom M., DPSM a detailed message requesting he contact ACS to discuss client's case.

*** COMMIT 03/26/2002 07:38:42 ssheppar Action Type: N/A

*** NOTES 03/26/2002 08:05:02 ssheppar Action Type: Call to Customer
Spoke with Client,
Explained to client in detail the remanufacturing process. Client wanted to know who was going to cover her medical bills. Informed client that unfortunately we will not be able to cover the expense of her medical bills. However, we can assure her that the vehicle will be repaired per the terms of her warranty and we can arrange a meeting for her to meet with our Acura DPSM to discuss any further accommodations that we possibly will consider. Client stated this is unacceptable and she will seek legal representation. Client stated she will not feel safe in the vehicle and she demands that someone cover the cost of her medical expenses and inconvenience. Client stated again she will seek legal representation and ended the call.

*** FULFILL 03/26/2002 08:05:10 ssheppar Action Type: N/A

*** COMMIT 03/26/2002 08:05:30 ssheppar Action Type: N/A

Case ID : B012002-03-2000332

Case Title :

*** NOTES 03/27/2002 10:34:03 ssheppar Action Type: Note-General

Left a message for John Casanova, HNA law.

*** FULFILL 03/27/2002 10:34:11 ssheppar Action Type: N/A

*** COMMIT 03/27/2002 10:34:28 ssheppar Action Type: N/A

*** NOTES 03/28/2002 10:56:42 ssheppar Action Type: Note-General

Spoke with J.C., HNA law

Advised not to contact the customer back. Stated if any documentation is received from her attorney to forward the documents to him and he will then handle the case. Stated if the client contacts the office back and states she doesn't have legal representation to contact him immediately and advise client that we will need to contact her back with further information. Stated this case is to be closed until any of the above actions are performed.

*** NOTES 03/28/2002 10:59:47 ssheppar Action Type: Field/DSM

Left a detailed message for Tom M., DPSM regarding the response from J.C., HNA law.

*** NOTES 03/28/2002 11:06:06 ssheppar Action Type: Call to Dealer

Spoke with Greg, SM

Stated he spoke with the client and explained to her the repairs that were performed on her vehicle. Stated the client has made no mention of legal representation. Advised Greg the position we have taken with this case. Advised him that we still would like for him to keep the transmission and we will inform him what to do with it further. Stated we will contact him next week to discuss how he will be compensated for this transmission.

Case History

Case ID : B012002-03-2000332

Case Title :

*** FULFILL 03/28/2002 11:06:14 asheppar Action Type: N/A

*** COMMIT 03/28/2002 11:07:31 asheppar Action Type: N/A

*** INBOUND DCS 04/01/2002 11:43:21 From Dealer # 251239 Action Type : Inbound DCS
REPLACED TRANSMISSION CUSTOMER PICKED UP VEHICLE 03/29/02

*** FULFILL 04/04/2002 14:09:38 asheppar Action Type: External Commitment

*** NOTES 04/11/2002 08:02:38 asheppar Action Type: Field/DSM

Spoke with Tom M., DPSM and advised him the procedure that the customer will need to follow to receive compensation for the transmission replacement.

Case Details

Case ID: B012002-10-1701042 Division: Acura - Auto Condition: Closed
 Case Originator: Matt Hunter Sub Division: Customer Relations Status: Closed
 Case Owner: Matt Hunter Method: Phone Queue: Days Open: 4
 Point of Origin: Customer Wipbin:
 No. of Attachments: 0

Site / Contact Info:

Site Name: MENCHU JONES 5416
 Dealer No.:
 Site Phone No.: 850-872-1275
 Contact Name:
 Day Phone No.:
 Evening Phone No.:
 Cell / Pager No.:
 Fax No.:
 Address:
 City / State / Zip: PANAMA CITY, FL
 E Mail:
 Svc District / Site District: /

Current Dealer Info:

Current Dealer No. / Name:
 Phone No.:
 Address:
 City / State / Zip:
 Svc District / Site District: /
 Warranty Labor Rate / Date: \$0.00 /
 Agent Name:

Previous Dealers Info:

Dealer #	Dealer Name	Agent Name	Review Ind.

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-10-1701042-1 / TITO JONES - PRODUC	Subcase Close	Product	Operation	218	Automatic Trans	

Product Info:

Unit Owner:
 VIN Type / No.: US VIN / 19UJYA4261FA128514
 Model / Year: 3.2CL / 2001
 Model ID / Product Line: YA4261FNW / B
 Miles / Hours:
 In Service Date: 9/19/01
 Months In Use: 13
 Engine Number: J32A21019136
 Originating Dealer No. / Name: 251310 / TIM SMITH ACURA
 Selling Dealer No. / Name: 251310 / TIM SMITH ACURA
 Trim: TYPE-S
 No. of Doors: 2
 Transmission Code: 5AT
 Exterior Color: BX
 Roadside Service Coverage:
 Factory Warranty Start / End Date:
 Factory Warranty Cancellation Date:
 Extended Warranty Contract No.:
 Extended Warranty Start / End Date:
 Extended Warranty Cancellation Date:
 Terms (Miles / Months):

3rd Party Info:

Party 1: Not Applicable	Party 3: Not Applicable
Party 2: Not Applicable	Party 4: Not Applicable

Issue Details

Issue ID : B012002-10-1701042-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Matt Hunter	Type 2 : Operation	Status : Subcase Close	Open Date : 10/17/02 1:11:08 PM
Issue Owner : Matt Hunter		Queue :	Close Date : 10/17/02 1:11:30 PM
Issue Title :			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Documented Concern

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount : \$0.00

Incidental Type 1 / Amount : / \$0.00

Incidental Type 2 / Amount : / \$0.00

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount : \$0.00

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount : \$0.00

Labor Amount : \$0.00

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-10-1701042

Case Title :

*** CASE CREATE 10/17/02 1:10:58 PM, mhunter

Contact = Priority = N/A, Status = Solving.

*** NOTES 10/17/02 1:10:59 PM, mhunter, Action Type :

Client alleges the transmission has failed again for the second time. Client alleges he was traveling at 70 mph when the transmission downshifted into second gear. Client alleges he was injured because of the downshift. Client alleges he called back in July because the transmission was slipping, but the dealership could not duplicate the problem. Client states he read the articles describing the transmission troubles in the LA Times and USA Today.

Client alleges the incident happened at 7:30-8:00 pm on Star Avenue and Highway 231. Client alleges he was cruising around 60 mph in the fast lane close to the redline, when the transmission downshifted into first or second, then it shifted into the regular gears. Client alleges he was wearing his seatbelt. Client alleges a police report was not filed. Client alleges he has neck and back strains and is on medication.

Client disconnected call.

Closing case.

*** SUBCASE B012002-10-1701042-1 CREATE 10/17/02 1:11:08 PM, mhunter

Created in WIP Default with Due Date 10/17/2002 1:11:08 PM.

*** SUBCASE B012002-10-1701042-1 CLOSE 10/17/02 1:11:30 PM, mhunter

Status = Solving, Resolution Code = Instruction Given

*** NOTES 10/17/02 1:12:03 PM, mhunter, Action Type : Call from Customer

Client states he will call back later.

Closing case until client calls again.

*** CASE MODIFY 10/17/02 1:12:04 PM, mhunter

into WIP New Cases and Status of Solving.

*** CASE CLOSE 10/17/02 1:12:06 PM, mhunter

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 10/18/02 1:15:00 PM, mhunter

with Condition of Open and Status of Solving.

*** NOTES 10/18/02 1:21:51 PM, mhunter, Action Type : Call from Customer

Client states he has reported the claim with Geico Insurance (claim # client did not available)

Client states the vehicle is at Jim Smith Acura again, and has been diagnosed with a transmission failure.

Client states he does not want the vehicle. Client states he has lost wages from missing work, and the dealership has not provided him with a loaner/vehicle.

Client requests some sort of compensation. Client states he has been on Acura-CL.com and has noticed this vehicle has multiple transmission vehicles.

Advised client I will research his concern and contact him in two to three business days.

*** CASE MODIFY 10/18/02 1:21:54 PM, mhunter

Case History

Case ID : B012002-10-1701042

Case Title

into WIP New Cases and Status of Solving.

*** NOTES 10/18/02 1:23:33 PM, mhunter, Action Type : Call from Customer

Client also request compensation for medical bills.

*** CASE MODIFY 10/18/02 1:25:34 PM, mhunter

into WIP New Cases and Status of Solving.

*** CASE MODIFY 10/18/02 1:26:41 PM, mhunter

into WIP New Cases and Status of Solving.

*** CASE MODIFY 10/18/02 1:26:44 PM, mhunter

into WIP New Cases and Status of Solving.

*** CASE MODIFY 10/18/02 1:26:44 PM, mhunter

into WIP New Cases and Status of Solving.

*** CASE MODIFY 10/18/02 1:26:44 PM, mhunter

into WIP New Cases and Status of Solving.

*** NOTES 10/21/02 10:42:27 AM, mhunter, Action Type : HNA Law

17173 reviewed case with HNA Law. 17173 was advised to close the case and forward it to HNA Law.

*** CASE MODIFY 10/21/02 10:42:32 AM, mhunter

into WIP P/Ls and Status of Solving.

*** CASE MODIFY 10/21/02 10:43:09 AM, mhunter

into WIP P/Ls and Status of Solving.

*** CASE CLOSE 10/21/02 10:43:11 AM, mhunter

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 11/14/02 1:10:58 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 11/28/02 1:10:58 PM, sa

Action owners super - 45 days of rule Case Closure fired



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline
Vehicle Owner's Questionnaire
NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 111

Date Received

16-SEP-2002

Ed_or
rt_dk
pd_rt
up_hr

Reference No.

8018701

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make ACURA	Vehicle Model TL	Vehicle Year 2003	Current Odometer Reading
--	------------------------------	----------------------------	-----------------------------	--------------------------

Purchase Date

Dealer's Name

Engine Size
(CID/CCL)

No Cylinders

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

☒ New ☐ Used

City

State

Zip Code

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☐ Yes☐ 3-Point Belt☐ Motorbelt☐ Yes☐ Front☐ Car☐ Sport Ute☐ 2-Door☒ Automatic☐ No☐ Driverside Airbag☐ 2-Point Belt☐ No☐ Rear☐ Van☐ Truck☐ 4-Door☐ Passengerside Airbag☐ 4-Wheel☐ Minivan☐ Motorcycle☐ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07380000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure	Dates of Failure(s) 30-AUG-2002	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s)		
	Vehicle Speed at Failure(s)		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
--	--	---------------------------	----------------------	---------------------------	--

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AT HIGHWAY SPEEDS AUTOMATIC TRANSMISSION SLIPPED WITHOUT TOUCHING GEAR SHIFT. VEHICLE SPINNED OUT, HITTING A WALL ON FREEWAY.*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Case Details

Case ID : B012001-01-3000056 Division : Acura - Auto Condition : Closed
 Case Originator : Peter Anderson Sub Division : Customer Relations Status : Closed
 Case Owner : Jason Cox Method : Phone Queue :
 Point of Origin : Customer Within :
 Case Title : No. of Attachments : 1

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : CONCORD, CA
 E Mail :
 Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 251105 / ACURA OF CONCORD
 Phone No. : 925-674-1900
 Address : 1340 CONCORD AVENUE
 City / State / Zip : CONCORD, CA 94520
 Svc District / Sls District : 01E / C01
 Warranty Labor Rate / Rate : \$94.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Incl.
251105	STEVENS CREEK ACURA		
251100	OAKLAND ACURA		

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012001-01-3000056-1 / HALEH SOLTANI - Pro	Closed	Product	Parts Evaluation	218	Automatic Trans	
B012001-01-3000056-2 / HALEH SOLTANI - PRO	Subcase Close	Product	Operation	218	Automatic Trans	

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA42771A003363
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4271FNW / B
 Miles / Hours : 100,315
 In Service Date : 3/15/00
 Months In Use : 10
 Engine Number : J32A21002312
 Originating Dealer No. / Name : 251105 / STEVENS CREEK ACURA
 Selling Dealer No. / Name : 251105 / STEVENS CREEK ACURA
 Trim : TYPNAV
 No. of Doors : 2
 Transmission Code : SAT
 Exterior Color : BK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Potential Liability
 Party 2 : None
 Party 3 : None
 Party 4 : None

Issue Details

Issue ID : BD12001-01-3000056-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : CRS CRS	Type 2 : Parts Description	Status : Closed	Open Date : 1/30/01
Issue Owner : CRS CRS		Queue :	Close Date : 2/20/01
Issue Title :			

Coding Info :

Labor Code / Desc: 218 / Internal Fail

Condition Code Desc	Internal Fail 2182
Campaign Code / Desc :	/
Involved Party :	
Document Ref. # :	
Resolved Through :	Not Applicable
Decision In Favor Of :	Not Applicable
Resolutions :	Warranty Claim Auth,
NPS Number :	

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount : \$0.00
Reimbursement Amount :	Labor Amount : \$0.00
Maximum Claim Amount : \$0.00	
Error Codes :	

Check Req Info :

VIN Type / No. :	Delivery Date :
Engine Serial No. :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount : \$0.00	
Incidental Type 1 / Amount :	/ \$0.00
Incidental Type 2 / Amount :	/ \$0.00
Total Amount : \$0.00	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason
		None

Claim Auth Notes :

Issue Details

Issue ID : B012001-01-30008562	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Jason Cox	Type 2 : Operation	Status : Subcase Close	Open Date : 4/29/02 12:07:57 PM
Issue Owner : Jason Cox		Queue :	Close Date : 5/13/02 4:28:18 PM
Issue Title :			

Coding Info :

Check Req Info :

Labor Code / Desc : 213 / Automatic Trans

Condition Code Desc : Internal Prod 2132

Campaign Code / Desc :

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Repaired/Warranty ,

NPS Number :

VIN Type / No. :

Engine Serial No. :

Check Registration No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.

Part Description

BO Reason

Claim Auth Notes :

Case History

Case ID : B012001-01-3000056

Case Title :

*** NOTES 1/30/01 2:44:18 PM, crs, Action Type : General Notes

crs - Contact Open From Quick Contact

*** NOTES 1/30/01 2:44:19 PM, crs, Action Type : General Notes

crs - Customer contacted this office stating that she was involved in an accident on Sunday Night around 11:30 pm. Customer is claiming that the cause of this accident was a result of a transmission failure in her vehicle and feels that Acura is liable. Customer stated that was driving along on rt 84 when her vehicle suddenly jerked causing her to lose control and run off the road into some brush. Customer stated that it was raining that night and the weather conditions were bad. Customer stated that the vehicle was towed to Oakland Acura where they diagnosed the vehicle as having a faulty transmission. Vehicle is currently at Oakland Acura. Customer is requesting that a factory representative inspect the vehicle because she is going to contact her lawyer. Customer stated that she was driving the vehicle alone and that she was not injured, she did not contact the police so there was no police report generated, and she has not contacted her insurance company. Customer states that there was extensive damage done to the body of the vehicle on all sides because she spun out of control.

Customer stated that she purchased the vehicle in March of 2000 from Stevens Creek Acura. A few days later, she stated, that she took the vehicle back to the dealer for a strange noise described as a whine and ticking noise as well as a funny smell coming from heater. Customer was advised there was nothing wrong. Customer stated that she had taken the vehicle back to them a number of times for this and a few other things. Customer stated that she got fed up with Stevens Creek and Decided to take the vehicle to Oakland Acura for her concerns.

*** NOTES 1/30/01 3:44:21 PM, crs, Action Type : General Notes

crs - Customer did a lot of talking and seemed to go from one scenario to another and then back again. I advised the customer that I wanted to be sure that I understand everything and asked her to type up the story so it reads in a chronological order for better understanding. Customer stated that she would fax it in to my attention. Customer is asking for immediate assistance with this.

*** NOTES 1/30/01 3:52:50 PM, crs, Action Type : General Notes

crs - Customer did a lot of talking and seemed to go from one scenario to another and then back again. I advised the customer that I wanted to be sure that I understand everything and asked her to type up the story so it reads in a chronological order for better understanding. Customer stated that she would fax it in to my attention. Customer is asking for immediate assistance with this.

*** NOTES 1/30/01 4:51:18 PM, crs, Action Type : General Notes

crs - Gary stated that he would contact the dealership and find out what they had to say. Gary will contact me back in the morning.

*** NOTES 1/31/01 2:02:39 PM, crs, Action Type : General Notes

crs - Gary stated that he spoke with the dealer, Oakland Acura, and techline. The vehicle is driveable and the problem with the tranny would not cause an accident. Tech line stated that the tranny problem would not cause an accident. There is a tech line contact # 917978. Gary stated that he will be at the dealership on Friday and will be able to meet anytime after 10:00

*** NOTES 1/31/01 2:14:00 PM, crs, Action Type : General Notes

crs - Gary stated that he spoke with the dealer, Oakland Acura, and techline. The vehicle is driveable and the problem with the tranny would not cause an accident. Tech line stated that the tranny problem would not cause an accident. There is a tech line contact # 917978. Gary stated that he will be at the dealership on Friday and will be able to meet anytime after 10:00

*** NOTES 1/31/01 3:21:48 PM, crs, Action Type : General Notes

crs - Customer stated that she will be at the dealership at 11:00 on Friday to meet with the rep.

*** NOTES 1/31/01 3:23:58 PM, crs, Action Type : General Notes

crs - Advised Gary that the customer will be at the dealer, Oakland Acura, on Friday at 11:00

*** NOTES 2/7/01 4:07:39 PM, crs, Action Type : General Notes

crs - Advised Gary that the customer will be at the dealer, Oakland Acura, on Friday at 11:00

Case History

Case ID : B012001-01-3000056

Case Title : HALEH SOLTANI - TRANSMISSION

*** NOTES 2/7/01 4:15:44 PM, crs, Action Type : General Notes

crs - Contacted Steven's Creek Acura and Oakland Acura and requested a fax of all the repair orders they have on this customer.

*** NOTES 2/8/01 5:11:36 PM, crs, Action Type : General Notes

crs - Left Message advising customer that we have reviewed the inspection report and to please return my call in the morning.

*** NOTES 2/9/01 1:09:44 PM, crs, Action Type : General Notes

rmax - Received Inspection Report from DPSM, Gary Barr. Gave to Peter Anderson.

*** NOTES 2/9/01 2:31:48 PM, crs, Action Type : General Notes

crs - Advised customer that we have reviewed the inspection report and do not see any information that would lead us to believe that the problem with her transmission would have caused her accident. Customer asked if we would extend her warranty on the tranny. I advised her that we would not extend her warranty and that the dealership has repaired her vehicle. Customer stated that she will file a lemon law claim against Acura.

*** NOTES 2/14/01 3:47:31 PM, crs, Action Type : General Notes

crs - Gary stated that the customer's vehicle has been ready for 2 days and she has not come to pick up the vehicle. Gary advised the dealer that rental coverage ended as of 02/13/01. Customer was advised by the dealer yet still has not come to pick up the vehicle. Gary stated that he just wanted to keep me in the loop. I advised Gary that we would send out a formal letter as to the results of the inspection however, the customer was advised via phone of our position. I advised Gary that I didn't mind calling the customer if he or the dealer needs me to. Gary stated that he will keep me posted.

*** NOTES 2/15/01 5:02:52 PM, crs, Action Type : General Notes

crs - Contact assignment changed from Peter Anderson (017295) to Anthony Oborny (010239)

*** NOTES 2/20/01 4:07:17 PM, crs, Action Type : General Notes

aoborny - Letter sent to the customer from specialist Peter Anderson explaining inspection determinations.

*** NOTES 2/20/01 4:15:17 PM, crs, Action Type : General Notes

aoborny - Close file...Letter has been sent. Thanks! PA

*** NOTES 2/20/01 4:15:20 PM, crs, Action Type : General Notes

aoborny - Dealership replaced the transmission under warranty. DPSM inspected vehicle for damage caused by the accident. No conditions with the vehicle that would have caused or contributed to the customer losing control of the vehicle noted.

*** CASE REOPEN 4/5/02 7:40:20 AM, acaswell

with Condition of Open and Status of Solving.

*** CASE CLOSE 4/5/02 8:29:25 AM, acaswell

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/29/02 11:19:46 AM, jcox

with Condition of Open and Status of Solving.

*** CASE MODIFY 4/29/02 11:19:58 AM, jcox

into WIP default and Status of Solving.

*** NOTES 4/29/02 12:05:59 PM, jcox, Action Type : Call from Customer

Customer's uncle called to inform our office that his niece's car is back in the shop for a transmission failure. vehicle has been having continued problems with the electrical system, navigation system and the transmission. and that the car is returned to his niece problem free. problem as noted in the above notes. at during the day or at his cell at

states that the requests that Acura fixes this vehicle states that these problems have been ongoing and made reference to the earlier transmission states he can be contacted states the vehicle is currently at Acura of Concord being worked on. that I would look into the concern and contact him back.

Case History

Case ID : B012001-01-3000056

Case Title : HALEH SOLTANI - TRANSMISSION

- *** CASE MODIFY 4/29/02 12:06:42 PM, jcox
into WIP default and Status of Solving.
- *** CASE MODIFY 4/29/02 12:07:44 PM, jcox
into WIP default and Status of Solving.
- *** SUBCASE B012001-01-3000056-2 CREATE 4/29/02 12:07:57 PM, jcox
Created in WIP Default with Due Date 4/29/2002 12:07:57 PM.
- *** CASE MODIFY 4/29/02 12:08:15 PM, jcox
into WIP default and Status of Solving.
- *** COMMIT 4/29/02 12:08:43 PM, jcox, Action Type : N/A
- *** CASE MODIFY 4/29/02 12:09:00 PM, jcox
into WIP District 1E and Status of Solving.
- *** CASE MODIFY 4/29/02 2:43:41 PM, jcox
into WIP District 1E and Status of Solving.
- *** NOTES 4/29/02 4:03:51 PM, jcox, Action Type : Call to Dealer
Henry in service says the vehicle has 90,000 miles on it and it came in on the 27th. Henry says there was a clutch pressure failure that caused an internal failure in the transmission. Henry says the client is currently in a rental vehicle and they are waiting to get authorization to put another transmission into the vehicle. Henry says the transmissions are on backorder. I advised Henry I would call Barry to let him know about the situation and get authorization for this.
- *** CASE MODIFY 4/29/02 4:04:05 PM, jcox
into WIP District 1E and Status of Solving.
- *** CASE FULFILL 4/29/02 4:04:08 PM, jcox
Fulfilled for HALEH SOLTANI due 04/29/02 01:30:00 PM.
- *** COMMIT 4/29/02 4:04:11 PM, jcox, Action Type : N/A
- *** CASE MODIFY 4/29/02 4:04:42 PM, jcox
into WIP District 1E and Status of Solving.
- *** NOTES 4/30/02 8:45:41 AM, jcox, Action Type : Field/DSM
Barry advises that we should cover this as a goodwill gesture. Barry advised he would contact Henry to advise him of the decision.
- *** CASE FULFILL 4/30/02 8:45:52 AM, jcox
Fulfilled for HALEH SOLTANI due 04/30/02 08:30:00 AM.
- *** COMMIT 4/30/02 8:45:54 AM, jcox, Action Type : N/A
- *** CASE MODIFY 4/30/02 8:46:40 AM, jcox
into WIP District 1E and Status of Solving.
- *** CASE CAMPAIGN LOOKUP 4/30/02 3:22:14 PM, jcox
CAMPAIGN CHECK 04/30/02 03:22:14 PM jcox
No data found For VIN
- *** CASE CLAIMS LOOKUP 4/30/02 3:23:15 PM, jcox

Case History

Case ID : B012001-01-3000056

Case Title : HALEH SOLTANI - TRANSMISSION

CLAIM CHECK 04/30/02 03:23:15 PM jcox

The following Claim History information was found

0; 2000-08-18; 777501; 27809; 26.56; 123.20; 0; 410820; 45022-SOK-A01 ; 251105

0; 2001-01-29; 358302; 48003; 1,030.29; 808.40; 842; 223505 ; 06200-PGF-010R

*** NOTES 4/30/02 3:25:07 PM, jcox, Action Type : Call to Dealer

Henry in service said Barry asked him to verify the work that was done by Oakland Acura. Henry said he pulled up the information and verified it is correct and is waiting for Barry to contact him back with final approval. Henry said he would contact as soon as the decision is made.

*** NOTES 4/30/02 3:27:58 PM, jcox, Action Type : Call to Customer

Spoke to I advised that I have been in contact with the dealership and the field rep and information is being reviewed since the vehicle is outside of warranty. I advised client that Henry Borders would be in contact with him after a decision has been made.

*** CASE FULFILL 4/30/02 3:28:02 PM, jcox

Fulfilled for HALEH SOLTANI due 04/30/02 03:15:00 PM.

*** COMMIT 4/30/02 3:28:04 PM, jcox, Action Type : N/A

*** CASE MODIFY 4/30/02 3:28:41 PM, jcox

into WIP District 1E and Status of Solving.

*** CASE MODIFY COMMITMENT 5/1/02 4:39:23 PM, jcox

with HALEH SOLTANI due 05/02/02 08:30:00 AM.

*** NOTES 5/2/02 9:35:02 AM, jcox, Action Type : Call to Dealer

Henry in service says the transmission has been ordered and he will call today. Provided phone numbers to Henry.

*** CASE FULFILL 5/2/02 9:35:12 AM, jcox

Fulfilled for HALEH SOLTANI due 05/02/02 08:30:00 AM.

*** COMMIT 5/2/02 9:35:14 AM, jcox, Action Type : N/A

*** CASE MODIFY COMMITMENT 5/2/02 9:36:02 AM, jcox

with HALEH SOLTANI due 05/13/02 08:30:00 AM.

*** CASE MODIFY 5/2/02 9:36:07 AM, jcox

into WIP District 1E and Status of Solving.

*** NOTES 5/9/02 8:37:49 AM, jcox, Action Type : Note-General

Transmission is currently 10th on the list.

*** CASE MODIFY 5/9/02 8:38:33 AM, jcox

into WIP District 1E and Status of Solving.

*** NOTES 5/13/02 11:00:06 AM, jcox, Action Type : Note-General

Transmission has been shipped.

*** CASE FULFILL 5/13/02 11:00:13 AM, jcox

Fulfilled for due 05/13/02 08:30:00 AM.

*** COMMIT 5/13/02 11:00:14 AM, jcox, Action Type : N/A

*** CASE MODIFY 5/13/02 11:00:29 AM, jcox

into WIP District 1E and Status of Solving.

Case History

Case ID : B012001-01-3000056

Case Title : HALEH SOLTANI - TRANSMISSION

*** NOTES 5/13/02 3:09:18 PM, jcox, Action Type : Call from Dealer

Henry said the client's vehicle is fixed. Henry said they are coming to pick it up today.

*** CASE MODIFY 5/13/02 3:21:04 PM, jcox

into WIP District 1B and Status of Solving.

*** CASE FULFILL 5/13/02 3:21:07 PM, jcox

Fulfilled for due 05/13/02 03:15:00 PM.

*** COMMIT 5/13/02 3:21:09 PM, jcox, Action Type : N/A

*** CASE MODIFY 5/13/02 3:21:32 PM, jcox

into WIP District 1B and Status of Solving.

*** CASE ADD ATTACHMENT 5/13/02 4:27:28 PM, jcox

Added attachment hsoltani with path X:\CRMS\Acura Division\JCox\hsoltani.doc.

*** SUBCASE B012001-01-3000056-2 CLOSE 5/13/02 4:28:18 PM, jcox

Status = Solving, Resolution Code = Instruction Given

*** NOTES 5/13/02 4:28:41 PM, jcox, Action Type : Note-Resolution

Documented concern...vehicle repaired...closing case.

*** CASE CLOSE 5/13/02 4:28:49 PM, jcox

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/30/02 9:59:34 AM, mbrown01

with Condition of Open and Status of Solving.

*** NOTES 7/30/02 11:27:35 AM, mbrown01, Action Type : Call from Customer

Client's uncle called to explain that his niece has just taken the car to Concord Acura. The gentleman stated that his niece does not want the vehicle anymore. mentioned that his niece has taken the car in several times and is wanting declare the Lemon Law on the vehicle and would seek legal advice if needed. states that had the transmission repaired just 2 months ago. mentioned that he owns a car dealership and knows that Acura vehicles have been having problems with transmissions.

I advised that we would look into this and have case manager review it. I also advised would be more than happy to talk to her. Assured that ACS would look into this case.

on have to call ACS and we

*** CASE ASSIGN 7/30/02 1:02:19 PM, mbrown01

B012001-01-3000056 to jcox, WIP

*** CASE RULE ACTION 7/30/02 1:02:20 PM, sa

Action Task Assignace of rule Assign Notification fired

*** NOTES 7/30/02 2:51:58 PM, mbrown01, Action Type : Call from Customer

Called client at 2:40pm on 7/30/02. Client mentioned that she was driving the car and she was going approx. 65mph when the car started jerking and downshifting. Client states that she no longer wants the car. Client states that this is the 3rd transmission placed in the vehicle and feels she should not be inconvenienced any longer. Client is requesting a new car or her money back, including finance charges.

*** NOTES 7/31/02 1:50:29 PM, jcox, Action Type : Call from Customer

Client called and advised that she doesn't want this vehicle any longer. Client states the vehicle is currently at Acura of Concord and she afraid for her

Case History

Case ID : B012001-01-3000056

Case Title : HALEH SOLTANI - TRANSMISSION

safety. Client states the dealership told her they can order another transmission but the client states she doesn't want this vehicle. Client states this concern has been happening from the beginning. I advised client I would call the dealership to find out the progress and call her back with what we could do.

*** COMMIT 7/31/02 1:50:41 PM, jcox, Action Type : N/A

*** CASE MODIFY 7/31/02 1:50:57 PM, jcox
into WIP default and Status of Solving.

*** NOTES 7/31/02 2:23:21 PM, jcox, Action Type : Field/DSM

Spoke to Barry Chandler about the client's concern. Barry said he just authorized replacing the transmission as a goodwill gesture. Barry said he is not going to be trading the client out. Barry said the client is very far outside the warranty and we have already offered to help her.

*** NOTES 7/31/02 2:29:39 PM, jcox, Action Type : Note-General

Spoke to Julie in mediation and she said the vehicle does not qualify even if the client went to the BBB. Julie said the BBB will only take the case if the client is within the mileage limit of the manufacturers warranty or if the client is six months beyond that, you would take the average miles driven per month and times it by 6 to determine if the vehicle is still within the mileage limit. Client is well outside this limit and would not qualify.

*** CASE FULFILL 7/31/02 2:30:03 PM, jcox
Fulfilled for ' due 07/31/02 02:00:00 PM.

*** COMMIT 7/31/02 2:30:05 PM, jcox, Action Type : N/A

*** CASE MODIFY 7/31/02 2:30:34 PM, jcox
into WIP District 1E and Status of Solving.

*** NOTES 8/1/02 8:05:48 AM, jcox, Action Type : Call to Dealer

Henry in service says the transmission has been put in the vehicle and the only thing the client is being charged for is the transmission mount at \$162. Henry says he spoke to the client last night at 5:00p.m. and she authorized the transmission mount to be installed. Henry said the vehicle is ready and the client should be picking up the vehicle today.

*** CASE FULFILL 8/1/02 8:05:58 AM, jcox
Fulfilled for due 08/01/02 09:00:00 AM.

*** COMMIT 8/1/02 8:06:00 AM, jcox, Action Type : N/A

*** CASE MODIFY 8/1/02 8:06:18 AM, jcox
into WIP District 1E and Status of Solving.

*** NOTES 8/1/02 10:17:48 AM, jcox, Action Type : Call from Customer

Client called in. I advised client that a goodwill gesture was offered to her to replace the transmission due the nature of her circumstance but we would be unable to trade her out of the vehicle. Client asked if I could put this in writing for her. I advised I would do that.

*** CASE FULFILL 8/1/02 10:17:57 AM, jcox
Fulfilled for due 08/01/02 01:30:00 PM.

*** COMMIT 8/1/02 10:18:01 AM, jcox, Action Type : N/A

*** CASE MODIFY 8/1/02 10:18:18 AM, jcox
into WIP District 1E and Status of Solving.

*** NOTES 8/1/02 11:32:10 AM, jcox, Action Type : Letter/Fax
Sent the following letter to the client:

Case History

Case ID : B012001-01-3000056
August 1, 2002

Case Title :

2001 Acura 3.2CL
VIN: 19UYA42771A003363

Dear

Thank you for your recent contact to our office regarding the transmission repair that is needed on your Acura 3.2CL. We apologize for any inconvenience or frustrations this matter may have caused you.

The Acura Client Services office is set up to review individual customer concerns on a case-by-case basis. Included in our handling, are matters involving dealership relations and goodwill assistance on out of warranty repairs.

Upon review of your situation, Acura has agreed to cover the cost involved to replace the transmission on your Acura 3.2CL as a one-time goodwill gesture. It is our understanding that Acura of Concord has installed the transmission. Unfortunately, we will be unable to honor your request to buy your vehicle from you.

Again, thank you for contacting our office and allow us the opportunity to respond to your request.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Jason Cox
Acura Client Services

*** NOTES 8/1/02 11:32:37 AM, jcox, Action Type : Note-Resolution
Documented concern...replacing transmission as goodwill gesture...closing case.
*** CASE CLOSE 8/1/02 11:37:34 AM, jcox
Status = Closed, Resolution Code = Instruction Given, State = Open
*** CASE REOPEN 8/2/02 2:13:24 PM, jcox
with Condition of Open and Status of Solving.
*** CASE MODIFY 8/2/02 2:13:42 PM, jcox

Case History

Case ID : B012001-01-3000056

Case Title : HALEH SOLTANI - TRANSMISSION

into WIP default and Status of Solving.

*** NOTES 8/2/02 2:27:08 PM, jcox, Action Type : Call from Customer

called back in to report that as he was driving the vehicle yesterday the vehicle stalled twice and the check engine light is on. I advised client that I would call the dealership to have them set up an appointment to bring him in to inspect the vehicle.

*** COMMIT 8/2/02 2:27:24 PM, jcox, Action Type : N/A

*** CASE MODIFY 8/2/02 2:27:43 PM, jcox

into WIP default and Status of Solving.

*** NOTES 8/5/02 9:57:26 AM, jcox, Action Type : Call to Dealer

Left message for Henry in service requesting call back.

*** CASE FULFILL 8/5/02 9:57:54 AM, jcox

Fulfilled for Tue 08/05/02 09:00:00 AM.

*** COMMIT 8/5/02 9:57:56 AM, jcox, Action Type : N/A

*** CASE MODIFY 8/5/02 9:58:12 AM, jcox

into WIP District 1E and Status of Solving.

*** NOTES 8/5/02 2:06:10 PM, jcox, Action Type : Call to Dealer

Left another message for Henry in service requesting call back.

*** CASE MODIFY 8/5/02 2:06:17 PM, jcox

into WIP District 1E and Status of Solving.

*** NOTES 8/5/02 3:22:56 PM, jcox, Action Type : Call from Dealer

Henry called and left message.

*** CASE FULFILL 8/5/02 3:23:02 PM, jcox

Fulfilled for Tue 08/05/02 04:00:00 PM.

*** COMMIT 8/5/02 3:23:04 PM, jcox, Action Type : N/A

*** CASE MODIFY 8/5/02 3:23:20 PM, jcox

into WIP District 1E and Status of Solving.

*** NOTES 8/6/02 9:11:29 AM, jcox, Action Type : Call to Dealer

Henry in service said he received a call from someone calling on behalf of the client requesting a navigation code but it was not Ed Hicks. Advised Henry that called and said he was having problems with the vehicle. Requested Henry call to find out what his concern is.

*** CASE FULFILL 8/6/02 9:11:35 AM, jcox

Fulfilled for Tue 08/06/02 08:45:00 AM.

*** COMMIT 8/6/02 9:11:36 AM, jcox, Action Type : N/A

*** CASE MODIFY 8/6/02 9:11:52 AM, jcox

into WIP District 1E and Status of Solving.

*** NOTES 8/6/02 1:37:52 PM, jcox, Action Type : Call from Dealer

Henry from service called and advised that he spoke to the client and she will be bringing the vehicle in on Saturday to have it looked at. Henry said the

Case History

Case ID : B012001-01-3000056

Case Title : HALEH SOLTANI - TRANSMISSION

client states the check engine came on and went out. Henry says the vehicle will be checked out on Saturday.

*** CASE MODIFY COMMITMENT 8/6/02 1:38:10 PM, jcox

with - due 08/12/02 10:30:00 AM.

*** CASE MODIFY 8/6/02 1:38:14 PM, jcox

into WIP District 1B and Status of Solving.

*** NOTES 8/12/02 1:29:06 PM, jcox, Action Type : Call to Dealer

Bill in service says the client did not come in on Saturday.

*** CASE FULFILL 8/12/02 1:29:11 PM, jcox

Fulfilled for due 08/12/02 10:30:00 AM.

*** COMMIT 8/12/02 1:29:13 PM, jcox, Action Type : N/A

*** CASE MODIFY 8/12/02 1:30:32 PM, jcox

into WIP District 1B and Status of Solving.

*** CASE MODIFY 8/15/02 9:54:48 AM, jcox

into WIP District 1B and Status of Solving.

*** CASE MODIFY COMMITMENT 8/15/02 9:54:58 AM, jcox

with HALEH SOLTANI due 08/19/02 09:00:00 AM.

*** CASE MODIFY 8/15/02 9:55:02 AM, jcox

into WIP District 1B and Status of Solving.

*** NOTES 8/19/02 8:51:10 AM, jcox, Action Type : Call to Dealer

Henry in service says he still hasn't seen the vehicle yet.

*** NOTES 8/19/02 8:51:38 AM, jcox, Action Type : Note-Resolution

Documented concern...client has not showed up to have vehicle inspected...closing case.

*** CASE CLOSE 8/19/02 8:51:45 AM, jcox

Status = Closed, Resolution Code = Instruction Given, State = Open

Tech Line Contact Report

T/L Ref #: 1054897	Created By: GREGF	Date Created: 05/02/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2510 65MPH WENT TO LOW

Probable Cause; Solution:
REMAN A/T ORDERED 5/2/02

Alt Codes:

Status: ATR

KB Source:

Title/Subject:

Mileage: 89103

<p>Dealer #: 251415</p> <p>Dir Cont: RICK TZ: 0</p> <p>Serv. Ph: (925) 874-8900</p> <p>Serv Mgr: JOHN DIGGS</p> <p>Dir Name: ACURA OF CONCORD 1340 CONCORD AVENUE CONCORD, CA 94520-4909</p> <p>Phone: 925-874-1900 Fax #: (925) 874-0842</p> <p>DSM Name: GARY B. BARR Zone/Dist: 01 / E</p> <p>Phone: - 15483</p>	<p>VIN: 19UYA42771A003383 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trim/Grade: TYP5NAV</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILLE Country: USA</p> <p>Desc: 3.2CL 2DR TYPE 5 NAV 60YL 280.0HP 3.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O#: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

05/02/02 11:41:51 GREGF:----->REMAN A/T ORDERED 5/2/02
----->65MPH WENT TO LOW.

AUTH # 1015-5300

Tech Line Contact Report

T/L Ref #: 917978	Created By: GREGN	Date Created: 01/30/2001	Last Edited By: JAMESV	# of Edits: 4
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Code: Original Complaint:
P0730 SHFT CNTRL PRBLM

Probable Cause; Solution:
ATR; TRANS?; CHANGE FLUID; RETEST

Alt Codes:

Status: ATR

KB Source: Title/Subject: Mileage: 48003

<p>Dealer #: 251100 Dir Cont: TONY TZ: 0 Serv. Ph: (510) 444-8383 Serv Mgr: PHIL PETERSON Dir. Name: OAKLAND ACURA 277 27TH STREET OAKLAND, CA 94612 Phone: 510-444-8383 Fax #: (510) 278-8843 DSM Name: GARY B BARR Zone/Dist: 01/E Phone: - 15483</p>	<p>VIN: 19UYA42771A003863 Err: Year: 2001 Model: 3.2CL Trans: 5AT Trim/Grade: TYPE8NAV Doors: 2DR WD: 2 Fact: MARYSVILLE Country: USA Desc: 3.2CL 2DR TYPE8 NAVI 8CYL 260.0HP 3.2L Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA Engine #: Transk: Em Type: W.O.F: Parts Req #:</p>
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Tech Line Suggests

Information from Dealer

01/30/01 11:49:34 GREGN:----->P0730, P1750 CUSTOMER SPUN OUT AT 90 MPH AND
 ----->TRANS LOCKED UP
 SHIFT OK----->NO, BEGINS TO SLIP AND THEN WONT MOVE AT ALL
 FLUID----->BLACK
 FREEZE DATA----->YES
 RPM----->3350
 VSS----->28
 CB----->28
 MS----->83
 AT N SWITCH----->OFF
 SS MODE----->OFF
 UP SHIFT----->OFF
 DOWN SHIFT----->OFF
 3RD PSI----->OFF
 4TH PSI----->OFF
 AT 20----->OFF
 AT D3----->OFF
 AT D4----->OFF
 AT D5----->ON
 LOW HOLD SWITCH----->OFF
 FNP----->OFF
 AT A----->OFF
 AT B----->OFF
 AT C----->OFF
 AT L/U A----->OFF
 D5----->OFF
 SHIFT LOCK SOLE----->OFF
 ----->DO YOU THINK CUSTOMER CAUSED
 CONTACT DSM----->
 TRANSFER TO GENERAL
 01/30/01 12:02:09 HOWARDM:----->(TONY)
 DID YOU CLEAR THE CODE, CHANGE THE FLUID

Tech Line Contact Report

T/L Ref #: 917978	Created By: GREGN	Date Created: 01/30/2001	Last Edited By: JAMESV	# of Edits: 4
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AND IF STILL SLIPPING, REFER TO REMAN.

01/31/01 09:24:05 JAMESV:----->REMAN A/T ORDERED 1/30/01

----->SLIPS ALL GEARS.

02/05/01 09:29:28 JAMESV:----->REMAN A/T ORDERED 2/2/01

----->REMAN MAKES WHINNING NS

DATE: _____

SEP 5 - 2002

OPEN NEW FILE: ☐ PD CLAIM

☒ EPI CLAIM

☐ WARRANTY CLAIM

CASE FILE NAME: _____

DATE OF LOSS: _____

ACCIDENT LOCATION/DESCRIPTION: It claims that transmission problem
caused injury.

ALLEGATION (see list): NX

PRODUCT DATA:

~~MECHAM~~

HACURA

TYPE: ☐ ATV ☒ AUTO ☐ MC ☐ DE ☐ OTHER ☐ UNKNOWN

MODEL: 3.2 TL

YEAR: 01

VIN#

see CR

BODY STYLE: ☒ 2DR ☐ 3DR ☐ 4DR ☐ 5DR ☐ UNKNOWN

PARTY DATA:

1. NAME: _____

AGE: _____ ☒ MALE ☐ FEMALE ☐ SINGLE ☐ MARRIED

WHERE RIDING: ☒ OPERATOR ☐ FRONT PASSENGER ☐ REAR PASSENGER

In ☐ 1ST, ☐ 2ND, ☐ 3RD ROWS In ☐ LEFT, ☐ RIGHT, ☐ CENTER SEAT ☐ Pedestrian

INJURIES (see list): JO

2. NAME: _____

AGE: _____ ☐ MALE ☐ FEMALE ☐ SINGLE ☐ MARRIED

WHERE RIDING: ☐ OPERATOR ☐ FRONT PASSENGER ☐ REAR PASSENGER

In ☐ 1ST, ☐ 2ND, ☐ 3RD ROWS In ☐ LEFT, ☐ RIGHT, ☐ CENTER SEAT ☐ PEDESTRIAN

INJURIES (see list): _____

PLAINTIFF'S ATTORNEY: _____

DEFENSE FIRM: _____

TECHNICAL SPECIALIST: _____

OUTSIDE INVESTIGATOR/ADJUSTER: Elite I/V

11-4-02

PROD 042872
Scott N/A

Case Details

Case ID : B012002-08-2200873 Division : Acura - Auto Condition : Closed Open Date : 8/22/2002 12:29:31 PM
 Case Originator : Kendra Rambo Sub Division : Customer Relations Status : Closed Close Date : 9/10/2002 10:28:14
 Case Owner : Shonte Sheppard Method : Phone Queue : Days Open : 19
 Point of Origin : Customer Wipbln :
 Case Title : No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () -
 Address :
 City / State / Zip : LA MIRADA, CA
 E Mail :
 Svc District / Site District : /

Current Dealer Info :

Current Dealer No. / Name : 251059 / CERRITOS ACURA
 Phone No. : 562-402-5281
 Address : 18827 STUDEBAKER RD.
 City / State / Zip : CERRITOS, CA 90703
 Svc District / Site District : 01A / A01
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	Days
B012002-08-2200873-1 / BRIAN SULLIVAN - PA	Subcase Close	Parts - A	Backord-Unit Down	218	Automatic Trans	

Product Info :

Unit Owner : 70
 VIN Type / No. : US VIN / 19UUA56701A013084
 Model / Year : 3.2TL / 2001
 Model ID / Product Line : UA5671JTW / B
 Miles / Hours : 40,000
 In Service Date : 12/7/00
 Months In Use : 20
 Engine Number : J32A13413792
 Originating Dealer No. / Name : 251381 / DOWNEY ACURA
 Selling Dealer No. / Name : 251439 / ACURA OF SOUTH BAY
 Trim : TL NAVI
 No. of Doors : 4
 Transmission Code : SAT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issue Details

Issue ID : B012002-08-2200873-1	Type 1 : Parts - AHM	Condition : Closed	Wipbin :
Issue Originator : Shonte Sheppard	Type 2 : Backord-Unit Down	Status : Subcase Close	Open Date : 8/23/02 8:58:39 AM
Issue Owner : Shonte Sheppard		Queue :	Close Date : 9/10/02 10:27:49 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Other 218X

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Forward to HNA Law ,

NPS Number :

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount : \$0.00

Incidental Type 1 / Amount :

/ \$0.00

Incidental Type 2 / Amount :

/ \$0.00

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount \$0.00

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount : \$0.00

Labor Amount : \$0.00

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.

Part Description

BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-08-2200873

Case Title :

*** CASE CREATE 8/22/02 12:29:31 PM, krambo

Contact = , Priority = N/A, Status = Solving.

*** CASE MODIFY 8/22/02 12:29:44 PM, krambo

into WIP default and Status of Solving.

*** CASE MODIFY 8/22/02 12:29:57 PM, krambo

into WIP default and Status of Solving.

*** NOTES 8/22/02 12:40:50 PM, krambo, Action Type : Call from Customer

Customer called ACS stating this is there 2nd reman in 30days and he would like an extended warranty on the frame, or the entire vehicle. The dealership advised the customer they are aware of the problem and do not have a fix for the problem. The customer is also requesting some type of compensation for suffering back pain. The customer states the dealer also stated the service techs do not want to test drive the vehicle because they know what the problem is and do not want to suffer any neck or back pain.

Advised the customer I would forward his concern to a case manager for review. Customer is overall satisfied with the vehicle.

*** CASE MODIFY 8/22/02 12:40:52 PM, krambo

into WIP default and Status of Solving.

*** CASE ASSIGN 8/22/02 12:41:18 PM, krambo

B012002-08-2200873 to ssheppard, WIP ☐ I/

*** CASE RULE ACTION 8/22/02 12:41:20 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/23/02 8:58:14 AM, ssheppard

into WIP ALL NEW CASES and Status of Solving.

*** COMMIT 8/23/02 8:59:00 AM, ssheppard, Action Type :

*** NOTES 8/23/02 8:59:34 AM, ssheppard, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/26/02 8:

This customer contacted our office regarding the following issue(s):

Customer called ACS stating this is there 2nd reman in 30days and he would like an extended warranty on the transmission, or the entire vehicle. The dealership advised the customer they are aware of the problem and do not have a fix for the problem. The customer is also requesting some type of compensation for suffering back pain. The customer states the dealer also stated the service techs do not want to test drive the vehicle because they know what the problem is and do not want to suffer any neck or back pain.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action: Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Shonte Sheppard
Acura Client Services

*** SUBCASE B012002-08-2200873-1 CREATE 8/23/02 8:59:39 AM, ssheppard

Created in WIP Default with Due Date 8/23/2002 8:59:39 AM.

Case History

Case ID : B012002-08-2200873

Case Title :

*** CASE MODIFY 8/23/02 8:59:52 AM, ssheppar
into WIP ALL NEW CASES and Status of Solving.

*** NOTES 8/23/02 11:20:19 AM, ssheppar, Action Type : Call from Customer

Spoke with Client, advised client that we were in the process of reviewing his concerns and we will contact him back once a decision is reached. Client stated he just wanted to know the case number for his reference. Advised client that his case can be retrieve with his VIN number. Client stated he would appreciate and assistance provided. Client stated this failure happens when he is on the HWY at high speeds and is very unsafe. Client wants a final repair performed.

*** NOTES 8/26/02 1:34:07 PM, ssheppar, Action Type : Call to Dealer

Spoke with Jim, SM

Stated the client's vehicle is shifting erratically. Stated the vehicle shifts from high to low gear. Stated the vehicle is complaining of back and neck injuries because the vehicle down shifted so suddenly while he was traveling at highway speeds.

*** NOTES 8/27/02 3:39:48 PM, rhoudrea, Action Type : Call from Customer

Received call from DPSM advising that customer has had 2 trans replaced and that the recent problem caused injury.

Customer is requesting that AHM replace his vehicle.

I reviewed service history with the case manager. Customer stated that his vehicle shifted from high to low gear (2nd) on it's own and that he is suffering back and neck pains as a result. Customer did not disclose whether that injuries resulted from rapid deceleration or impact.

I advised case manager that she should review this case with her supervisor. This should be brought to the attention of HNA for direction/recommendation/instruction. Will advise DPSM as well. Suggested dealer contact for more details regarding problem/diagnosis and ME regarding trans issue.

*** NOTES 8/27/02 3:42:33 PM, rhoudrea, Action Type : Call from Customer

Phoned and left VM updating DSPM on case.

*** CASE MODIFY 8/30/02 9:48:22 AM, ssheppar

into WIP Kenneth Lim- 1A and Status of Solving.

*** CASE MODIFY 8/30/02 9:48:30 AM, ssheppar

into WIP Kenneth Lim- 1A and Status of Solving.

*** NOTES 9/3/02 4:53:28 PM, rhoudrea, Action Type : Call from Customer

Received BBB customer claim form for customer. Phoned HNA Law and was advised that this claim is not eligible for BBB arbitration since customer is claiming injury and that HNA will take the case. Forwarded copy of case and BBB claim form as requested. Note: Case not eligible for arbitration, Per BBB definition C page 1 "Claims involving product liability issues" (2) bodily injuries or wrongful death.

Emailed BBB noting above for review and determination of eligibility.

*** NOTES 9/4/02 7:42:32 AM, ssheppar, Action Type : Field/DSM

Spoke with Kenneth L., DPSM stated this case has a current BBB case on should be closed by this office. Reviewed with mediation specialist and was advised that he contact HNA law yesterday upon receipt of BBB claim form and has reviewed with HNA law. This is a liability case and not arbitratable per BBB program summary guidelines. HNA has accepted case and will follow-up with customer.

*** CASE MODIFY 9/4/02 7:46:13 AM, ssheppar

into WIP Kenneth Lim- 1A and Status of Solving.

*** NOTES 9/4/02 9:58:10 AM, rhoudrea, Action Type : Call from Customer

Case ID : B012002-08-2200873

Case Title :

Received BBB eligibility response:

To: "Rodney Boudresux@aahm.honda.com" <Rodney.Boudresux@aahm.honda.com>

GC2

Subject: RE: BBB ELIGIBILITY

Thanks for the feedback, Rodney. I could not agree more with you. This is a product liability complaint and we are out-of-jurisdiction to handle that complaint through the program. I will be sending the out-of-jurisdiction letter out to both you and the customer. Thanks again for the information.

Juan

*** NOTES 9/6/02 7:19:41 AM. Jones, Action Type : Letter/Fax

rec'd the following fax from BBB:

The BBB Auto Line arbitration program will not arbitrate disputes that involve allegations that a vehicle's defect caused personal injury. The complaint is out of jurisdiction of the BBB Auto Line program.

*** NOTES 9/10/02 10:27:34 AM. ssheppar. Action Type : Note-General

Spoke with Mediation rep. J.J., stated the following case has been transferred to HNA Law for review, therefore closing case.

*** SUBCASE B012002-08-2200873-1 CLOSE 9/10/02 10:27:49 AM. ssheppar

Status = Solving. Resolution Code = Instruction Given

*** CASE CLOSE 9/10/02 10:28:14 AM. ssheppar

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 9/19/02 11:29:31 AM. sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 10/3/02 11:29:31 AM, sa

Action owners survey - 45 days of rule Case Closure fired



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline
Vehicle Owner's Questionnaire
NATIONWIDE 1-800-424-8383
DC METRO AREA (202) 368-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 255

Date Received

26-AUG-2002

 Od_or
Pl_dt
Od_rt
Pl_rtr

Reference No.

786250

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Locate at bottom of dashboard on driver's side)</small> 10JUA56701A0130B4	Vehicle Make ACURA	Vehicle Model TL	Vehicle Year 2001	Current Odometer Reading
--	-----------------------	---------------------	----------------------	--------------------------

Purchase Date 01-DEC-2000	Dealer's Name	Engine Size (CID/CCL) 3.2	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No. Cylinders	

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 2	Date(s) of Failure(s) 22-AUG-2002	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 40703		
	Vehicle Speed at Failure(s) 65		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	--------------------------------	---------------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I ALSO HAVE HAD SOME MAJOR TRANSMISSION FAILURES. MY ORIGINAL TRANSMISSION FAILED ON THE FREEWAY WHILE GOING APPROX. 65 MPH, THE TRANSMISSION APPEARED TO DOWN SHIFT INTO PARK OR FIRST GEAR. THIS PROBLEM CAME WITHOUT ANY WARNING. AT THOSE SPEEDS YOU CAN ONLY IMAGINE WHAT MY BACK AND NECK FELT LIKE, NOT TO MENTION ALL THE CARS THAT WERE SKIDDING BEHIND ME ATTEMPTING TO AVOID AN ACCIDENT. WHEN THIS FAILURE OCCURS THERE ARE NO BRAKE LIGHTS TO INDICATE YOUR SLOWING DOWN OR STOPPING. THE TRANSMISSION WAS REPLACED (NO QUESTIONS ASKED) THAN, AROUND 1200 MILES LATER ANOTHER MASSIVE FAILURE. AGAIN BACK TO THE DEALER FOR THEM TO REPLACE THE TRANSMISSION AND TRY AGAIN. THIS CAR SHOULD BE REMOV

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

T/L Ref#: 1091785	Created By: GREGF	Date Created: 08/22/2002	Last Edited By: GREGF	# of Edits: 1
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Code: Original Complaint:
2520 SLIPS

Probable Cause; Solution:
REMAN A/T ORDERED 8/22/02

Alt Codes:

Status: ATR

KB Source: Title/Subject Mileage: 40703

Dealer #: 251059	VIN: 19UUA56701A013084	Err:
Dir Cont: JERRY TZ: 0	Year: 2001	Model: 3.2TL
Serv. Ph: (562) 402-5281	Tran: 5AT	Trim/Grade: TL NAVI
Serv Mgr: BOB BALDWIN	Doors: 4DR	WD: 2
	Fact: MARYSVILL	Country: USA
Dir Name: CERRITOS ACURA	Desc: 3.2TL 4DR NAVI 6CYL 225.0HP 3.2L	
18827 STUDEBAKER RD.	Acc: P/S, S/R, ABS, AIR BAG, TCS, LEATHER, USA	
CERRITOS, CA 90703-5332	Engine #: Trans#:	
Phone: 562-402-5281 Fax #: (562) 488-4281	Em Type:	
DSM Name: KENNETH LIM Zone/Dist: 01 / A	W.O.#:	Parts Req #:
Phone: (310) 781-6799 - 15993		

Tech Line Suggests

Information from Dealer

08/22/02 17:22:49 GREGF:----->REMAN A/T ORDERED 8/22/02
----->SLIPS.

Case Detail Report

Run Date: 01/13/2003

Case Details

Case ID : N042002-11-1300496 Division : Honda - Auto Condition : Open
 Case Originator : Cathy Vidal Sub Division : Moderation Status : Solving Open Date : 11/13/2002 10:05:23
 Case Owner : Teresa Kitzmann Method : Mail Queue : Days Open : 61
 Case Title : Point of Origin : Internal Information Wipbin : new cases
 No. of Attachments : 1

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : LA MIRADA, CA
 E Mail :
 Svc District / Sls District :

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UUA56701A013084
 Model / Year : 3.2TL / 2001
 Model ID / Product Line : UA5671JTW / B
 Miles / Hours : 43,179
 In Service Date : 12/7/00
 Months in Use : 23
 Engine Number : J32A13413792
 Originating Dealer No. / Name : 251381 / DOWNEY ACURA
 Selling Dealer No. / Name : 251439 / ACURA OF SOUTH BAY
 Trim : TL NAVI
 No. of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 251059 / CERRITOS ACURA
 Phone No. : 562-402-5281
 Address : 18827 STUDEBAKER RD.
 City / State / Zip : CERRITOS, CA 90703
 Svc District / Sls District : 01A / A01
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	NPS
N042002-11-1300496-1 / BRIAN W. SULLIVAN -	Solving	Product	Operation	218	Automatic Trans

3rd Party Info :

Party 1 : AHM Management
 Party 2 : Not Applicable
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Case Detail Report

Case No: 00000000

Issue Details

Issue ID : N042002-11-1300496-1
Issue Originator : Cathy Vidal
Issue Owner : Tecna Kitzmann
Issue Title :

Type 1 : Product
Type 2 : Operation

Condition : Open
Status : Solving
Queue :

Wipbin : new cases
Open Date : 11/13/02 10:13:15 AM
Close Date :

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182
Campaign Code / Desc : /
Involved Party : AHM Management
Document Ref. # :
Resolved Through : Not Applicable
Decision In Favor Of : Not Applicable
Resolutions :
NPS Number :

Claim Auth Info :

VIN No. :
Dealer No. :
Claim No. :
Requested Amount :
Reimbursement Amount :
Maximum Claim Amount : \$0.00
Error Codes :
Repair Order Date :
Expiration Date :
Last Updated On :
Parts Amount : \$0.00
Labor Amount : \$0.00

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Claim Auth Notes :

Check Req Info :

VIN Type / No. :
Engine Serial No. :
Check Requisition No. :
Division :
Contention Code :
Defect Code :
Category :
Primary Amount : \$0.00
Incidental Type 1 / Amount : / \$0.00
Incidental Type 2 / Amount : / \$0.00
Total Amount : \$0.00
Payee Name :
Payee Phone No. :
Address :
City / State / Zip :
Delivery Date :
Status :
Cost Center :
Approval Date :
Check No. :
Check Date :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N042002-11-1300496

Case Title : BRIAN SULLIVAN - '01 3.2TL-TRANSMISSION

*** CASE CREATE 11/13/02 10:05:23 AM, cvidal

Contact = , Priority = N/A, Status = Solving.

*** NOTES 11/13/02 10:05:23 AM, cvidal, Action Type :

Letter & related documents were initially received by HNA Law, John Casanova. The file was then forwarded to ACS Mediation Group to assist in the replacement of customer's vehicle.

Customer's contention: transmission failure

*** CASE MODIFY 11/13/02 10:06:18 AM, cvidal
into WIP default and Status of Solving.*** CASE MODIFY 11/13/02 10:11:16 AM, cvidal
into WIP default and Status of Solving.

*** COMMIT 11/13/02 10:12:01 AM, cvidal, Action Type : N/A

*** SUBCASE N042002-11-1300496-1 CREATE 11/13/02 10:13:15 AM, cvidal
Created in WIP Default with Due Date 11/13/2002 10:13:15 AM.*** CASE MODIFY 11/13/02 10:13:18 AM, cvidal
into WIP default and Status of Solving.*** CASE MODIFY 11/13/02 10:14:29 AM, cvidal
into WIP default and Status of Solving.*** CASE MODIFY 11/13/02 12:36:22 PM, cvidal
into WIP default and Status of Solving.*** SUBCASE N042002-11-1300496-1 MODIFY 11/13/02 12:36:44 PM, cvidal
into WIP default and Status of Solving.*** SUBCASE N042002-11-1300496-1 ASSIGN 11/13/02 12:37:31 PM, cvidal
N042002-11-1300496-1 to tkitzman, WIP ☐ljdp*** SUBCASE N042002-11-1300496-1 RULE ACTION 11/13/02 12:37:32 PM, sa
Action Task Assignee of rule Assign Notification fired*** CASE ASSIGN 11/13/02 12:37:41 PM, cvidal
N042002-11-1300496 to tkitzman, WIP*** CASE RULE ACTION 11/13/02 12:37:42 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 11/13/02 2:42:16 PM, tkitzman, Action Type : Call from Customer

This case was forwarded by HNA Law for replacement per our normal guidelines. Will work with Larry Clemente per HNA to negotiate and retrieve old car. Reviewed case and found that the use fee at 37,462 miles will be 9084.00 and the betterment is 580.00. Total contribution Larry will request from customer is 9664.00. He will contact customer and call me back with an update. Told Larry to obtain the lienholder info from the customer and I would handle those details. He agreed.

*** CASE FULFILL 11/13/02 2:42:23 PM, tkitzman

Case History

Case ID : N042002-11-1300496

Case Title : BRIAN SULLIVAN - '01 3.2TL-TRANSMISSION

Fulfilled for : due 11/14/2002 12:00:00 AM.

*** COMMIT 11/13/02 2:42:25 PM, tkitzman, Action Type : N/A

*** CASE MODIFY 11/13/02 2:43:57 PM, tkitzman
into WIP new cases and Status of Solving.

*** CASE FULFILL 11/19/02 11:59:52 AM, tkitzman

Fulfilled for : due 11/18/2002 12:00:00 AM.

*** COMMIT 11/19/02 11:59:54 AM, tkitzman, Action Type : N/A

*** NOTES 11/19/02 12:00:09 PM, tkitzman, Action Type : Call from Customer

Spoke with HNA contact and he has spoken to the customer and will be meeting with him on Friday to formally go over the numbers for the deal and reach a formal agreement. He will contact me at that time and I will take over the handling of the customer and the remainder of the deal.

*** NOTES 11/25/02 10:56:51 AM, tkitzman, Action Type : Call from Customer

Larry C. called and spoke to customer. Customer accepted the replacement offer with full use and betterment.

Playing phone tag with customer at this time. Larry requested call and I am also trying to reach him.

*** CASE FULFILL 11/25/02 10:56:56 AM, tkitzman

Fulfilled for : due 11/25/2002 12:00:00 AM.

*** COMMIT 11/25/02 10:56:57 AM, tkitzman, Action Type : N/A

*** CASE MODIFY 11/25/02 10:57:14 AM, tkitzman
into WIP new cases and Status of Solving.

*** NOTES 11/27/02 3:06:32 PM, tkitzman, Action Type : Call from Customer

Spoke to customer and negotiated a decreased use fee as he would like to remain a Honda customer. His use fee was substantial and he requested I assist him in trying to keep his new loan amount at about 30k which is what he financed for his current car two years ago. I decreased the amount to the use fee by 3k. The customer seemed to think that he still might do better on his own by trading the car in. I conferred with HNA law and asked if it would be OK to offer this customer an incentive if he were to negotiate his own deal. HNA law informed me that it would be fine. I told the customer that if he traded his car in on his own and faxed me a copy of the sales contract showing that he leased or purchased a new Acura or Honda product, I would send him a check for 3k. Customer requested the opportunity to think this over during the long weekend and agreed to call me next week.

*** CASE FULFILL 11/27/02 3:06:57 PM, tkitzman

Fulfilled for : due 11/27/2002 12:00:00 AM.

*** COMMIT 11/27/02 3:06:58 PM, tkitzman, Action Type : N/A

*** CASE MODIFY 11/27/02 3:07:15 PM, tkitzman
into WIP new cases and Status of Solving.

*** NOTES 12/3/02 4:29:25 PM, tkitzman, Action Type : Call from Customer

Called dealer and left msg for GM - Scott Dickenson - to call me concerning the replacement of this customer's vehicle. Left all pertinent info.

Spoke to customer before calling dealer and he would like to stay with Acura. He would like a 2003 Acura type S in Anthracite Metallic. We agreed on use/betterment of 6664.00. Told customer that I would contact dealer and would probably have to order a replacement. Told customer that I would contact him when I have an updated ETA on a vehicle and he agreed. He states that he would like the wood grain in this vehicle like his current one has. Told him that I would confirm if this was an option or not. Customer agreed.

Case History

Case ID : N042002-11-1300496

Case Title : BRIAN SULLIVAN - '01 3.2TL-TRANSMISSION

*** CASE FULFILL 12/3/02 4:29:32 PM, tkitzman

Fulfilled for : 102 12:00:00 AM.

*** COMMIT 12/3/02 4:29:33 PM, tkitzman, Action Type : N/A

*** CASE MODIFY 12/3/02 4:29:52 PM, tkitzman

into WIP new cases and Status of Solving.

*** NOTES 12/3/02 4:46:54 PM, tkitzman, Action Type : Call from Customer

Spoke to dealer and he agreed to replace vehicle with us. States that he just got the vehicle need in today. He says that he will have someone verify the receipt of this car and call me tomorrow. We agreed to invoice deal and he keeps the holdback. States that they add muds and wheel locks to all of their vehicles and he is faxing to me an invoice and breakdown of all the costs. He requests that I send to him specific numbers and instructions on the replacement dealer and I agreed. We agreed to speak tomorrow.

*** CASE MODIFY 12/3/02 4:47:31 PM, tkitzman

into WIP new cases and Status of Solving.

*** NOTES 12/5/02 11:27:16 AM, tkitzman, Action Type : Call from Customer

Called dealer again requesting call back to see if he does actually have a replacement vehicle on the ground or if I will need to order one.

*** CASE FULFILL 12/5/02 11:27:25 AM, tkitzman

Fulfilled for : due 12/05/2002 12:00:00 AM.

*** COMMIT 12/5/02 11:27:27 AM, tkitzman, Action Type : N/A

*** CASE MODIFY 12/5/02 11:27:41 AM, tkitzman

into WIP new cases and Status of Solving.

*** NOTES 12/9/02 4:41:56 PM, tkitzman, Action Type : Call from Customer

Called dealer and begged for an update of what cars he has on the ground available for this replacement. Told him I need to order one ASAP if he does not have one.

*** CASE FULFILL 12/9/02 4:42:03 PM, tkitzman

Fulfilled for : due 12/06/2002 12:00:00 AM.

*** COMMIT 12/9/02 4:42:05 PM, tkitzman, Action Type : N/A

*** CASE MODIFY 12/9/02 4:42:26 PM, tkitzman

into WIP new cases and Status of Solving.

*** CASE RULE ACTION 12/11/02 10:05:24 AM, sm

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY COMMITMENT 12/12/02 2:17:16 PM, tkitzman

with : due 12/13/2002 12:00:00 AM.

*** NOTES 12/13/02 3:23:33 PM, tkitzman, Action Type : Call from Customer

Requested replacement vehicle as dealer has finally told me that the do not have the required replacement vehicle.

*** NOTES 12/13/02 3:25:23 PM, tkitzman, Action Type : Call from Customer

Called customer with updated status.

*** CASE FULFILL 12/13/02 3:25:28 PM, tkitzman

Case History

Case ID : N042002-11-1300496

Case Title : BRIAN SULLIVAN - '01 3.2TL-TRANSMISSION

Fulfilled for : Tue 12/13/2002 12:00:00 AM.

*** COMMIT 12/13/02 3:25:30 PM, tkitzman, Action Type : N/A

*** CASE MODIFY 12/13/02 3:25:48 PM, tkitzman

into WIP new cases and Status of Solving.

*** CASE MODIFY COMMITMENT 12/17/02 11:09:19 AM, tkitzman

with : Tue 01/03/2003 12:00:00 AM.

*** CASE RULE ACTION 12/25/02 10:05:23 AM, sa

Action owners supvar - 45 days of rule Case Closure fired

*** NOTES 1/3/03 3:29:57 PM, tkitzman, Action Type : Call from Customer

Emailed marilyn adams and requested an update on the status of the replacement vehicle.

*** CASE FULFILL 1/3/03 3:30:13 PM, tkitzman

Fulfilled for : Tue 01/03/2003 12:00:00 AM.

*** COMMIT 1/3/03 3:30:15 PM, tkitzman, Action Type : N/A

*** CASE MODIFY 1/3/03 3:30:59 PM, tkitzman

into WIP new cases and Status of Solving.

*** CASE MODIFY COMMITMENT 1/8/03 12:03:12 PM, tkitzman

with : Tue 01/13/2003 12:00:00 AM.

*** CASE MODIFY 1/8/03 12:03:18 PM, tkitzman

into WIP new cases and Status of Solving.

*** CASE MODIFY COMMITMENT 1/9/03 2:53:17 PM, tkitzman

with : Tue 01/10/2003 12:00:00 AM.

*** CASE MODIFY 1/9/03 2:53:23 PM, tkitzman

into WIP new cases and Status of Solving.

*** NOTES 1/10/03 2:01:41 PM, tkitzman, Action Type : Call from Customer

Still waiting for eta so that I may inform customer.

*** NOTES 1/10/03 3:53:48 PM, tkitzman, Action Type : Call from Customer

email from zta:

I just hung up with CCA and I am trading a unit with them to get a UA5693jw in GB/EN

Unfortunately, it will not be built until 1/30/03.

That would give it a rough ETA of mid-February.

I'm good to go, if that works for you.

*** CASE FULFILL 1/10/03 3:55:54 PM, tkitzman

Fulfilled for : Tue 01/10/2003 12:00:00 AM.

*** COMMIT 1/10/03 3:55:57 PM, tkitzman, Action Type : N/A

*** NOTES 1/10/03 3:57:00 PM, tkitzman, Action Type : Call from Customer

Called cust and left msg w/update of replacement.

Case History

Case ID : N042002-11-1300496

Case Title :

*** CASE MODIFY 1/10/03 3:57:05 PM, tkitzman
into WIP new cases and Status of Solving.

Attachment Q2-E

Case Details

Case ID: B012001-11-070058	Division: Acura - Auto	Condition: Closed	Open Date: 11/7/2001 7:13:26 AM
Case Originator: John DiGrasso	Sub Division: Customer Relations	Status: Closed	Close Date: 9/11/2002 3:43:57 PM
Case Owner: Carol Brent	Method: Fax	Queue:	Days Open: 308
Case Title:	Point of Origin: BBB	Wipbin:	
	No. of Attachments: 0		

Site / Contact Info:

Site Name:
 Dealer No.:
 Site Phone No.:
 Contact Name:
 Day Phone No.:
 Evening Phone No.:
 Cell / Pager No.:
 Fax No.:
 Address:
 City / State / Zip: WESTON, FL
 E Mail:
 Svc District / Sls District: /

Product Info:

Unit Owner: GARY PARKER 1991
 VIN Type / No.: US VIN / 1HUYEA42511A024880
 Model / Year: 3.2CL / 2001
 Model ID / Product Line: YA426179W / B
 Miles / Hours: 21,100
 In Service Date: 11/21/00
 Months In Use: 12
 Engine Number: J32A21016478
 Originating Dealer No. / Name: 251003 / RICK CASE ACURA
 Selling Dealer No. / Name: 251003 / RICK CASE ACURA
 Trim: TYPE-S
 No. of Doors: 2
 Transmission Code: 5AT
 Exterior Color: WX
 Roadside Service Coverage:
 Factory Warranty Start / End Date:
 Factory Warranty Cancellation Date:
 Extended Warranty Contract No.:
 Extended Warranty Start / End Date:
 Extended Warranty Cancellation Date:
 Terms (Miles / Months):

Current Dealer Info:

Current Dealer No. / Name: 251024 / DUVAL ACURA
 Phone No.: 904-725-8000
 Address: 10100 ATLANTIC BLVD
 City / State / Zip: JACKSONVILLE, FL 32225
 Svc District / Sls District: 04E / C04
 Warranty Labor Rate / Date: \$72.00 /
 Agent Name:

Previous Dealers Info:

Dealer #	Dealer Name	Agent Name	Review Ind.

3rd Party Info:

Party 1: BBB
 Party 2: D.S.M.
 Party 3: Not Applicable
 Party 4: Not Applicable

Issues:

Issue ID / Title	Status	Product	Operation	Labor Code	Labor Code Desc	NPS
B012001-11-070058-1 / RANDALL RUTLEDGE -	Subcase Close	Product	Operation	218	Automatic Trans	

Issue Details

Issue ID : B012001-11-0700058-1	Type 1 : Product	Condition : Closed	Wagon :
Issue Originator : John DiGrazia	Type 2 : Operation	Status : Subcase Close	Open Date : 11/7/01 7:22:04 AM
Issue Owner : Julie Lifshaj		Queue :	Close Date : 5/31/02 6:27:02 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 218 / Automotive Parts

Condition Code Desc :	Internal Fail 2182
Campaign Code / Desc :	/
Involved Party :	BBB
Document Ref. # :	ACU0185945
Resolved Through :	Arbitration
Decision In Favor Of :	Customer
Resolutions :	Buy Back
NPS Number :	

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount : \$0.00
Reimbursement Amount :	Labor Amount : \$0.00
Maximum Claim Amount : \$0.00	
Error Codes :	

Check Req Info :

VIN Type / File :	Delivery Date :
Engine Serial No. :	Status :
Check Requisition File :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount : \$0.00	
Incidental Type 1 / Amount :	/ \$0.00
Incidental Type 2 / Amount :	/ \$0.00
Total Amount : \$0.00	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part Name :	Part Description :

Claim Auth Notes :

Case History

Case ID : B012001-11-0700058

Case Title : F

*** CASE CREATE 11/7/01 7:13:26 AM, jdigrizi

Contact = Priority = N/A, Status = Solving.

*** NOTES 11/7/01 7:13:27 AM, jdigrizi, Action Type :

MVDN received on 11/6/01.

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

MVDN states: (Note: This was left blank)

*** SUBCASE B012001-11-0700058-1 CREATE 11/7/01 7:22:04 AM, jdigrizi

Created in WIP Default with Due Date 11/7/2001 7:22:04 AM.

*** NOTES 11/7/01 7:39:47 AM, jdigrizi, Action Type : Call to Customer

I called the customer to acknowledge receipt of MVDN and left a message at his work.

*** CASE MODIFY 11/7/01 7:39:54 AM, jdigrizi

into WIP DEFAULT and Status of Solving.

*** NOTES 11/7/01 8:00:57 AM, jdigrizi, Action Type : Call to Dealer

I called the Rick Case Acura and Duval Acura for repair orders.

*** NOTES 11/7/01 8:01:13 AM, jdigrizi, Action Type : Note-Technical

Emailed Larry for techline report.

*** NOTES 11/7/01 8:12:50 AM, jdigrizi, Action Type : Field/DSM

Faxed a copy of the file to DPSM, John.

*** CASE MODIFY 11/7/01 8:13:44 AM, jdigrizi

into WIP DEFAULT and Status of Solving.

*** NOTES 11/7/01 8:14:44 AM, jdigrizi, Action Type : Note-General

A transmission needs to be installed but it is on critical back order.

*** NOTES 11/12/01 10:23:37 AM, jdigrizi, Action Type : Field/DSM

I spoke to DPSM, John and he said that he would call the customer. He stated that the customer was in a loaner. I told him if there were any updates I would send him an e-mail.

*** CASE MODIFY 11/12/01 10:23:57 AM, jdigrizi

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 11/12/01 10:24:19 AM, jdigrizi

into WIP DEFAULT and Status of Solving.

*** NOTES 11/14/01 10:02:18 AM, jdigrizi, Action Type : Call from Customer

Customer stated that he is driving around in a Malibu that smells like cat urine. He said that since the vehicle has been down 35 days, he would like to know how he can get out of the deal.

*** NOTES 11/14/01 10:02:52 AM, jdigrizi, Action Type : Field/DSM

I called and left a message for John regarding customer's concerns.

*** NOTES 11/14/01 10:03:33 AM, jdigrizi, Action Type : Note-General

I spoke to Julie regarding customer's requests. She is reviewing the case.

Case History

Case ID : B012001-11-0700058

Case Title :

*** CASE MODIFY 11/14/01 10:04:21 AM, jdigrazi
into WIP Transmissions and Status of Solving.

*** NOTES 11/14/01 10:10:38 AM, jllfsojo, Action Type : Note-Technical

Called Reman Center to check status of transmission order. Reman states the trans will be released on November 16, 2001. They show the order came in on October 12, 2001. The repair order was opened 10/11/01. This VIN is 8th on the list. There are 54 pieces coming on 11/16.

*** NOTES 11/14/01 10:29:24 AM, jllfsojo, Action Type : Field/DSM

v/m to DSM. Updated him with the info from reman and asked him to contact the client to review possible goodwill due to days down.

*** NOTES 11/14/01 12:50:09 PM, jdigrazi, Action Type : Field/DSM

I received voicemail message from Julie regarding John's conversation with customer. In his message he stated that the customer would still not be satisfied even if his transmission was replaced next week. The customer is well versed on the lemon law. John said that he would be back in contact with him before the end of the week and then he will leave us a voicemail message.

*** CASE MODIFY 11/14/01 12:51:23 PM, jdigrazi
into WIP Transmissions and Status of Solving.

*** NOTES 11/15/01 10:25:55 AM, jdigrazi, Action Type : Call from Customer

The customer called and stated that even though they might have the vehicle repaired by next week, he said that he still does not feel he wants the vehicle. He would like a specialist to call him back to try and satisfy his needs or he will go to arbitration.

*** NOTES 11/15/01 10:26:26 AM, jdigrazi, Action Type : Field/DSM

I left message for John regarding conversation with the customer.

*** CASE MODIFY 11/15/01 10:26:29 AM, jdigrazi
into WIP Transmissions and Status of Solving.

*** SUBCASE B012001-11-0700058-1 MODIFY 11/16/01 6:59:38 AM, jdigrazi
into WIP SUBCASES and Status of Solving.

*** NOTES 11/20/01 10:11:43 AM, rsax, Action Type : Call from Customer

Customer requests a call back from DPSM, John Geiger, regarding buyback or tradeout as he does not want a vehicle with a remanufactured transmission. Ro S. phonedmailed DPSM requesting a call back.

*** NOTES 11/26/01 12:24:49 PM, jdigrazi, Action Type : Field/DSM

I spoke to John the DPSM and he said that the customer's vehicle would be ready this week. The vehicle has been down about 39 days now. He spoke to the customer and offered a seven year or 75,000 mile warranty and offered to make one payment. The customer refused. The customer wants to trade out his vehicle for a 2003 CL Type S with a manual transmission which is coming out in March.

*** CASE MODIFY 11/26/01 12:25:20 PM, jdigrazi
into WIP Transmissions and Status of Solving.

*** CASE MODIFY 11/26/01 12:25:25 PM, jdigrazi
into WIP Transmissions and Status of Solving.

*** NOTES 11/27/01 10:16:42 AM, jdigrazi, Action Type : Field/DSM

John said he left Julie a voicemail.

*** CASE MODIFY 11/27/01 10:16:50 AM, jdigrazi
into WIP Transmissions and Status of Solving.

Case History

Case ID : B012001-11-0700058

Case Title :

*** NOTES 11/30/01 1:00:12 PM, jdigrizi, Action Type : Call to Dealer
Transmission replaced on 11/26/01.

*** CASE MODIFY 11/30/01 1:00:29 PM, jdigrizi
into WIP Transmissions and Status of Solving.

*** SUBCASE B012001-11-0700058-1 MODIFY 12/3/01 7:22:12 AM, jdigrizi
into WIP SUBCASES and Status of Solving.

*** NOTES 12/3/01 7:30:44 AM, jdigrizi, Action Type : Letter/Fax
Received an official BBB case:
Case No: ACU0185945.
Start Date: 12/03/01.

BBB Customer Claim Form states the following:

1. Transmission went out and car wouldn't move.

Resolution sought:

He would like the vehicle repurchased because they put a rebuilt transmission into a brand new car. He feels that the transmission may fail again in another 20000. Also the car was out of service for 47 days.

*** CASE MODIFY 12/3/01 7:31:02 AM, jdigrizi
into WIP Follow Up and Status of Solving.

*** CASE MODIFY 12/3/01 7:31:45 AM, jdigrizi
into WIP Follow Up and Status of Solving.

*** NOTES 12/3/01 7:40:43 AM, jdigrizi, Action Type : Call to Dealer
I spoke to Todd and he said the transmission was replaced on 11/26/01. They test drove the vehicle and it was operating as designed. The customer came in a picked up the vehicle. Todd is fixing final repair document.

*** CASE MODIFY 12/3/01 7:45:06 AM, jdigrizi
into WIP Follow Up and Status of Solving.

*** CASE MODIFY 12/3/01 7:45:52 AM, jdigrizi
into WIP Follow Up and Status of Solving.

*** CASE ASSIGN 12/3/01 7:53:32 AM, jdigrizi
B012001-11-0700058 to jlifosjo, WIP -99.F

*** CASE RULE ACTION 12/3/01 7:53:33 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE B012001-11-0700058-1 ASSIGN 12/3/01 7:53:44 AM, jdigrizi
B012001-11-0700058-1 to jlifosjo, WIP

*** SUBCASE B012001-11-0700058-1 RULE ACTION 12/3/01 7:53:44 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 12/3/01 2:05:58 PM, jlifosjo
into WIP NEW CASES and Status of Solving.

Case History

Case ID : B012001-11-0700058

Case Title :

*** NOTES 12/3/01 2:09:43 PM, jlifosjo, Action Type : Field/DSM

V/M back to DSM. Requested call back at his convenience to discuss our position.

*** CASE MODIFY 12/3/01 2:09:45 PM, jlifosjo

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 12/3/01 2:09:47 PM, jlifosjo

into WIP NEW CASES and Status of Solving.

*** CASE RULE ACTION 12/5/01 7:13:26 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 12/10/01 2:26:58 PM, jlifosjo, Action Type : Field/DSM

V/M to DSM. Requested call back to review Acura's position in this case.

*** CASE MODIFY 12/10/01 2:26:59 PM, jlifosjo

into WIP BBB - FLORIDA and Status of Solving.

*** NOTES 12/17/01 8:07:03 AM, raux, Action Type : Letter/Fax

Received 12/5/01 letter from customer regarding dissatisfaction with the handling of his case. He will give had press.

*** CASE RULE ACTION 12/19/01 7:13:26 AM, sa

Action owners supvr - 45 days of rule Case Closure fired

*** NOTES 12/27/01 10:49:50 AM, jlifosjo, Action Type : Field/DSM

Sent e-mail to DSM and faxed him the customer's letter from 12/05/01. Requested call back to discuss.

*** CASE MODIFY 12/27/01 10:50:54 AM, jlifosjo

into WIP BBB - FLORIDA and Status of Solving.

*** SUBCASE B012001-11-0700058-1 MODIFY 12/27/01 10:51:23 AM, jlifosjo

into WIP Subcases and Status of Solving.

*** CASE MODIFY 12/27/01 10:51:26 AM, jlifosjo

into WIP BBB - FLORIDA and Status of Solving.

*** CASE MODIFY 12/27/01 10:51:40 AM, jlifosjo

into WIP BBB - FLORIDA and Status of Solving.

*** NOTES 1/7/02 9:50:14 AM, jlifosjo, Action Type : Field/DSM

Spoke with DSM. He states he reviewed this case with the Zone Manager. The customer wanted to wait until March for a CL Type-S and the DPSM told him he would review a trade out later if the vehicle was still having problems. The customer did not accept the original offer of a trade out into a MDX that would have cost him \$9,000.00. DSM states he will call the client again and try to negotiate a trade. The client is currently asking for a repurchase. Total days down for repairs is about 47 days. If we decide to arbitrate, the available dates for the DSM are January 21-23, 25, 28-30. Advised DSM we would try to obtain payoff on the car.

*** NOTES 1/11/02 12:16:48 PM, jlifosjo, Action Type : Field/DSM

V/M from DSM. He spoke with the client. The client is willing to do a replacement but he does not want an A/T transmission. He wants the CL-S 6-speed that is due out in March 2002. DSM advised him the pricing has not been released yet. DSM would like to see if we can work a preliminary trade out with the current numbers which will later reflect any price increases/betterment.

*** CASE MODIFY 1/11/02 12:16:50 PM, jlifosjo

Case History

Case ID : B012001-11-0700058

Case Title :

into WIP BBB - FLORIDA and Status of Solving.

*** CASE MODIFY 1/11/02 12:25:01 PM, jlifosjo

into WIP BBB - FLORIDA and Status of Solving.

*** NOTES 1/16/02 6:54:02 AM, jdigrizi, Action Type : Field/DSM

Per Julie's request, Fedexed package to John.

*** NOTES 1/16/02 6:58:10 AM, jlifosjo, Action Type : Note-Third Party

NOTICE OF HEARING

January 21, 2002 at 9:00am in Jacksonville.

1. Transmission went out and car would not move.

Customer seeks REPURCHASE.

John G., DPSM, to attend in person.

*** CASE MODIFY 1/16/02 6:58:12 AM, jlifosjo

into WIP HEARING SET and Status of Solving.

*** NOTES 1/21/02 8:03:40 AM, rsrx, Action Type : Field/DSM

DPSM called during the arbitration. He and customer agreed on a replacement vehicle. Customer to pay mileage and AHM to pay finance charges. He will also attempt to make this a Substitution of Collateral, if Bank of America and customer agree. BBB will draft letter outlining agreement.

*** NOTES 1/30/02 6:57:20 AM, jdigrizi, Action Type : Letter/Fax

Received document from the BBB stating the following.

I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB Auto Line claim. See Consent Decision Form.

*** COMMIT 1/30/02 7:42:21 AM, jlifosjo, Action Type : N/A

*** NOTES 1/30/02 10:20:16 AM, jdigrizi, Action Type : Letter/Fax

Received document from the BBB stating the following:

The manufacturer shall comply with the terms specified above within ____ days from the date of the customer's acceptance of this consent decision.

*** CASE MODIFY COMMITMENT 2/11/02 6:32:47 AM, jlifosjo

with due 02/14/02 12:00:00 AM.

*** NOTES 3/4/02 7:18:14 AM, jlifosjo, Action Type : Field/DSM

V/M from DPSM. He seeks assistance with preparing a worksheet. The 2003 vehicles are due to arrive shortly at the dealerships.

*** CASE MODIFY 3/4/02 7:19:53 AM, jlifosjo

into WIP DEADLINE CASES and Status of Solving.

*** CASE MODIFY 4/17/02 1:30:49 PM, jlifosjo

into WIP BBB DEADLINE CASES and Status of Solving.

*** CASE MODIFY 4/17/02 1:30:55 PM, jlifosjo

into WIP BBB DEADLINE CASES and Status of Solving.

*** NOTES 4/18/02 7:20:22 AM, jlifosjo, Action Type : Escalation

4/11/02

Case History

Case ID : B012001-11-0700058

Case Title :

V/M from DPSM. He sent paperwork for this case and wanted to confirm our receipt.

*** CASE MODIFY 4/18/02 7:20:27 AM, jlifosjo
into WIP BBB DEADLINE CASES and Status of Solving.

*** CASE MODIFY 4/18/02 7:20:29 AM, jlifosjo
into WIP BBB DEADLINE CASES and Status of Solving.

*** CASE MODIFY 4/23/02 12:53:44 PM, jlifosjo
into WIP BBB DEADLINE CASES and Status of Solving.

*** CASE MODIFY 4/24/02 9:21:13 AM, jlifosjo
into WIP BBB DEADLINE CASES and Status of Solving.

*** NOTES 4/26/02 1:41:55 PM, jlifosjo, Action Type : Field/DSM

Spoke with DPSM and updated the Replacement worksheet. Sent him the worksheet via e-mail. He is working with the dealer to complete the additional information and will ask the dealer to deliver the car.

*** CASE MODIFY 4/26/02 2:11:59 PM, jlifosjo
into WIP BBB DEADLINE CASES and Status of Solving.

*** NOTES 4/27/02 7:23:39 AM, jlifosjo, Action Type : Field/DSM

Conference call with DPSM and Sales Manager, Darris. Explained that the client will need to provide AHM with the old vehicle, a clear title, and \$3,500.00 for usage. Explained that this is a replacement transaction and AHM must take the old car back due to the BBB case. The dealer obtained the new vehicle through a dealer trade and paid \$300.00 to transport it. Advised Darris that AHM would reimburse for that and we can either let them keep their holdback money, or provide them with a replacement unit. The dealership wanted an additional \$500.00 on this deal and the DPSM is discussing this with the GM. Advised the DPSM to respond back to our office with the final resolution. An updated worksheet was e-mailed to the DPSM after this conversation.

The new car VIN is 19UYA416X3A001618.

Duval traded this car from Proctor Acura.

*** CASE MODIFY 4/27/02 7:49:06 AM, jlifosjo
into WIP BBB DEADLINE CASES and Status of Solving.

*** NOTES 4/27/02 8:01:41 AM, jlifosjo, Action Type : Note-Third Party

Sent e-mail to ISG notifying them of this replacement. They will handle the disposal of the old vehicle.

*** CASE MODIFY 4/27/02 8:01:44 AM, jlifosjo
into WIP BBB DEADLINE CASES and Status of Solving.

*** SUBCASE B012001-11-0700058-1 MODIFY 4/27/02 8:02:15 AM, jlifosjo
into WIP Subcases and Status of Solving.

*** CASE MODIFY 4/27/02 8:02:40 AM, jlifosjo
into WIP BBB DEADLINE CASES and Status of Solving.

*** NOTES 5/1/02 12:27:22 PM, jdigrizi, Action Type : Letter/Fax

Fedexed CRMS contact and repair orders to ISG.

*** NOTES 5/14/02 10:24:19 AM, jdigrizi, Action Type : Letter/Fax

Received retail purchase agreement.

Case History

Case ID : B012001-11-0700058

Case Title :

*** CASE MODIFY COMMITMENT 5/21/02 11:00:36 AM, jlifosjo
with due 05/22/02 12:00:00 AM.

*** CASE MODIFY 5/21/02 11:00:44 AM, jlifosjo
into WIP CHECKS NEEDED and Status of Solving.

*** CASE MODIFY 5/21/02 11:00:49 AM, jlifosjo
into WIP CHECKS NEEDED and Status of Solving.

*** CASE MODIFY 5/22/02 2:09:27 PM, jlifosjo
into WIP CHECKS NEEDED and Status of Solving.

*** NOTES 5/23/02 10:42:10 AM, jldigrazi, Action Type : Note-General
Processed check request for \$28,186.34 made payable to Duval Acura. Check request number 033202.

*** NOTES 5/28/02 2:31:01 PM, rsax, Action Type : Note-General
Federal Expressed check to dealer.

*** CASE FULFILL 5/28/02 2:38:57 PM, jlifosjo
Fulfilled for due 05/22/02 12:00:00 AM.

*** COMMIT 5/28/02 2:39:00 PM, jlifosjo, Action Type : N/A

*** CASE MODIFY 5/28/02 2:39:22 PM, jlifosjo
into WIP READY TO CLOSE and Status of Solving.

*** SUBCASE B012001-11-0700058-1 CLOSE 5/30/02 6:27:02 AM, jlifosjo
Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 5/30/02 6:27:12 AM, jlifosjo
Fulfilled for due 05/30/02 12:00:00 AM.

*** CASE CLOSE 5/30/02 6:27:31 AM, jlifosjo
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/11/02 3:27:55 PM, cbrent
with Condition of Open and Status of Solving.

*** NOTES 9/11/02 3:30:54 PM, cbrent, Action Type : Note-General
9/10/02 RECEIVED AUCTION CHECK #C2453721 -- \$17,709.97 -- INPUT IN AUCTION TRACKING -- FORWARDED TO KESLER
MYERS IN ACCOUNTS RECEIVABLE.

BUYER:
TAYLOR AUTOMOTIVE GROUP, INC.
1948 N. MAIN ST.
GAINESVILLE, FL 32609

*** CASE CLOSE 9/11/02 3:43:57 PM, cbrent
Status = Closed, Resolution Code = Instruction Given, State = Open



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 386-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 255

Date Received

18-DEC-2001

Cd_or

r_dt

cd_rt

up_tr

Reference No.

755801

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of dashboard on driver's side)</small> 19UYA42811A024880	Vehicle Make ACURA	Vehicle Model CL	Vehicle Year 2001	Current Odometer Reading
---	-----------------------	---------------------	----------------------	--------------------------

Purchase Date 01-NOV-2000	Dealer's Name	Engine Size (CID/CC/L) 3.2	Turbo <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No Cylinders	

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	AntiLock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passenger's Side Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
---	---	--	--	---	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN TRANSMISSION AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 2	Date(s) of Failure(s) 10-OCT-2001	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTBA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 21000		
	Vehicle Speed at Failure(s) 45		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)


Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ACURA 3.2 CL & TL VEHICLES HAVE A VERY HIGH INCIDENCE OF TRANSMISSION FAILURES. MY VEHICLE SAT AT THE DEALER FOR SEVEN (7) WEEKS WAITING FOR A NEW TRANSMISSION BECAUSE SO MANY TRANSMISSION HAVE FAILED AND CONTINUED TO FAIL THAT THEY ARE BACKORDERED FOR OVER A MONTH. ACURA WILL NOT DIVULGE WHAT IS CAUSING SO MANY TRANSMISSIONS TO FAIL. THIS IS AN EXTREMELY DANGEROUS CONDITION BECAUSE THE TRANSMISSION WILL SUDDENLY SLIP, CAUSING COMPLETE LOSS OF THE ABILITY TO ACCELERATE. ACURA'S ONLY RESPONSE TO THIS PROBLEM IS TO REPLACE THE ENTIRE TRANSMISSION WITH A REBUILT UNIT WHICH ALSO HAS A HIGH INCIDENCE OF FAILURE.

CONFIDENTIALITY NOTICE

The Privacy Act of 1974—Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTBA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTBA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire Auto Safety Hotline NATIONWIDE 1-800-424-6333 DC METRO AREA (202) 368-0123 INTERNET: http://www.nhtsa.dot.gov	
Date Received 18-DEC-2001		Reference No. 755901	
FOR AGENCY USE ONLY 256		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Signature of Owner _____ Date _____		In the absence of an authorization, NHTSA will not provide your name and address to the vehicle manufacturer.	

Vehicle Ident. No. (VIN) 18UYA42611A024680		Vehicle Make ACURA		Vehicle Model CL		Vehicle Year 2001		Current Odometer Reading _____	
---	--	-----------------------	--	---------------------	--	----------------------	--	-----------------------------------	--

Purchase Date 01-NOV-2000		Dealer's Name _____		ZIP Code _____		Engine Size (CID/CC) 3.2		Fuel Injection <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Diesel	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used		Transmission Type <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual		Gear Ratio <input checked="" type="checkbox"/> 5-Speed <input type="checkbox"/> 4-Speed		Drive Type <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Truck <input type="checkbox"/> Van <input type="checkbox"/> Other	
Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door		Fuel Type <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Diesel		Fuel Injection <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Diesel		Other <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Station Wagon		Other <input type="checkbox"/>	

Component 07900000		Part Name(s) POWER TRAIN TRANSMISSION/AUTOMATIC		Location <input type="checkbox"/> Front <input type="checkbox"/> Left <input type="checkbox"/> Right		Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement	
No. of Failure 2		Date(s) of Failure(s) 10-OCT-2001		Mileage at Failure(s) 21000		Vehicle Speed at Failure(s) 45	
Application Incident Information (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)		Estimated Property Damages _____		Number of Persons Injured _____		Number of Vehicles _____	
Crash <input type="checkbox"/> Yes <input type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Estimated Property Damages _____	

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ACURA 3.2 CL & TL VEHICLES HAVE A VERY HIGH INCIDENCE OF TRANSMISSION FAILURES. MY VEHICLE SAT AT THE DEALER FOR SEVEN (7) WEEKS WAITING FOR A NEW TRANSMISSION BECAUSE SO MANY TRANSMISSION HAVE FAILED AND CONTINUED TO FAIL THAT THEY ARE BACKORDERED FOR OVER A MONTH. ACURA WILL NOT DIVULGE WHAT IS CAUSING SO MANY TRANSMISSIONS TO FAIL. THIS IS AN EXTREMELY DANGEROUS CONDITION BECAUSE THE TRANSMISSION WILL SUDDENLY SLIP, CAUSING COMPLETE LOSS OF THE ABILITY TO ACCELERATE. ACURA'S ONLY RESPONSE TO THIS PROBLEM IS TO REPLACE THE ENTIRE TRANSMISSION WITH A REBUILT UNIT WHICH ALSO HAS A HIGH INCIDENCE OF FAILURE.

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Case Details

Case ID: B012002-01-1600759 Division: Acura - Acura Condition: Closed Open Date: 1/16/2002 2:24:05 PM
 Case Originator: John DiGrazia Sub Division: Customer Relations Status: Closed Close Date: 5/8/2002 2:05:18 PM
 Case Owner: John DiGrazia Method: Fax Queue: Days Open: 112
 Case Title: Point of Origin: 3000 Wipbin: No. of Attachments: 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : TRACY, CA
 E Mail :
 Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 251479 / ACURA OF MODESTO
 Phone No. : 209-527-7000
 Address : 4325 MCHENRY AVENUE
 City / State / Zip : MODESTO, CA 95356
 Svc District / Sls District : 01F / C01
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

ISSUES :

Issue ID / Title	Status	Issue Type 1	Labor Code	Labor Code Desc
B012002-01-1600759-1 / JAMES COOK - PRODUC	Subcase Close	Product	Operation	218 Automatic Trans

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYYA42611A004479
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA42611A00 / S
 Miles / Hours : 15,000
 In Service Date : 4/21/01
 Months in Use : 9
 Engine Number : J32A21022441
 Originating Dealer No. / Name : 251100 / OAKLAND ACURA
 Selling Dealer No. / Name : 251100 / OAKLAND ACURA
 Trim : TYPE-S
 No. of Doors : 2
 Transmission Code : SAT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1: Not Applicable
 Party 2: Not Applicable
 Party 3: Not Applicable
 Party 4: Not Applicable

Issue Details

Issue ID : 8042002-01-1600754

Type 1 : Product

Condition : Closed

Within :

Issue Originator : John DiGrazia

Type 2 : Operation

Status : Softcase Close

Open Date : 1/16/02 2:27:56 PM

Issue Owner : Julie Lifosjoe

Channel :

Close Date : 4/24/02 11:09:55 AM

Issue Title :

Coding Info :

Labor Code / Desc : 218 / Internal Fail

Condition Code Desc : Internal Fail 218

Campaign Code / Desc :

Involved Party : BBB

Document Ref. # : ACU0231752

Resolved Through : Arbitration

Decision In Favor Of : Customer

Resolutions : Buy Back

NPS Number :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount : \$0.00

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount : \$0.00

Labor Amount : \$0.00

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Check Req Info :

VIN Type / No :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount : \$0.00

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Parts Info :

Claim Auth Notes :

Case History

Case ID : B012002-01-1600759 Case Title :

*** CASE CREATE 1/16/02 2:24:05 PM, jdigrzi
 Contact = Priority = N/A, Status = Solving.
 *** NOTES 1/16/02 2:27:39 PM, jdigrzi, Action Type : Letter/Fax
 Received an official BBB case:
 Case No: ACU0231752
 Start Date: 1/16/02

 BBB Customer Claim Form states the following:
 1. Transmission failed.
 2. Replacement transmission failed within 6 miles.
 3. Third transmission is slipping.

 Resolution sought:
 He wants the vehicle repurchased. He also wants to be reimbursed for his lost time from work and reimbursement for items he added to his vehicle. His wife is pregnant and he does not feel the car is reliable or safe for her to be using.
 *** SUBCASE B012002-01-1600759-1 CREATE 1/16/02 2:27:56 PM, jdigrzi
 Created in WIP Default with Due Date 1/16/2002 2:27:56 PM.
 *** SUBCASE B012002-01-1600759-1 MODIFY 1/16/02 2:28:29 PM, jdigrzi
 into WIP DEFAULT and Status of Solving.
 *** CASE MODIFY 1/16/02 2:32:30 PM, jdigrzi
 into WIP DEFAULT and Status of Solving.
 *** NOTES 1/16/02 2:32:57 PM, jdigrzi, Action Type : Call to Dealer
 I called the dealer for repair orders.
 *** NOTES 1/16/02 2:33:04 PM, jdigrzi, Action Type : Note-Technical
 Emailed Larry for tech line report.
 *** CASE MODIFY 1/16/02 2:33:21 PM, jdigrzi
 into WIP DEFAULT and Status of Solving.
 *** CASE ASSIGN 1/16/02 2:33:37 PM, jdigrzi
 B012002-01-1600759 to jlifosjo, WIP ☐
 *** CASE RULE ACTION 1/16/02 2:33:38 PM, sa
 Action Task Assignee of rule Assign Notification fired
 *** SUBCASE B012002-01-1600759-1 ASSIGN 1/16/02 2:33:46 PM, jdigrzi
 B012002-01-1600759-1 to jlifosjo, WIP P
 *** SUBCASE B012002-01-1600759-1 RULE ACTION 1/16/02 2:33:47 PM, sa
 Action Task Assignee of rule Assign Notification fired
 *** NOTES 1/17/02 12:18:16 PM, jdigrzi, Action Type : Note-Technical
 Received tech line report.
 *** NOTES 1/22/02 12:58:35 PM, jlifosjo, Action Type : Field/DSM

Case History

Case ID : B012002-01-1600759

Case Title :

V/M from DSM. He states Eric from Modesto will be faxing the RO's to our office. He reviewed the case and found the vehicle has been down at least 38 days. There were two transmissions installed and the most recent was a new trans, not a reman. DSM attempted to do a trade out with client a couple weeks ago and the client was not interested in that. There is another RO coming from Oakland for an alternator repair.

*** CASE MODIFY 1/22/02 12:58:38 PM, jlifosjo
into WIP BBB - OTHER STATES and Status of Solving.

*** CASE MODIFY 1/22/02 12:58:40 PM, jlifosjo
into WIP BBB - OTHER STATES and Status of Solving.

*** COMMIT 1/28/02 1:07:48 PM, jlifosjo, Action Type : N/A

*** CASE ASSIGN 1/28/02 1:08:37 PM, jlifosjo
B012002-01-1600759 to jdigrazi, WIP emplo

*** CASE RULE ACTION 1/28/02 1:08:39 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 1/28/02 1:48:13 PM, jdigrazi, Action Type : Call to Dealer

I called both dealers and requested all repair orders. I also called the DPSM to see if he could help us in getting them.

*** NOTES 1/30/02 6:33:25 AM, jdigrazi, Action Type : Letter/Fax

We received the repair orders from both dealerships.

*** CASE FULFILL 1/30/02 8:17:04 AM, jdigrazi
Fulfilled for due 01/28/02 05:00:00 PM.

*** CASE MODIFY 1/30/02 1:38:37 PM, jdigrazi
into WIP DEFAULT and Status of Solving.

*** CASE ASSIGN 1/30/02 1:38:45 PM, jdigrazi
B012002-01-1600759 to jlifosjo, WIP (1"=□

*** CASE RULE ACTION 1/30/02 1:38:46 PM, sa
Action Task Assignee of rule Assign Notification fired

*** COMMIT 1/31/02 7:50:19 AM, jlifosjo, Action Type : N/A

*** CASE MODIFY 1/31/02 7:50:32 AM, jlifosjo
into WIP NEW CASES and Status of Solving.

*** CASE MODIFY COMMITMENT 2/4/02 8:26:32 AM, jlifosjo
with due 02/04/02 05:00:00 PM.

*** CASE MODIFY 2/4/02 8:26:52 AM, jlifosjo
into WIP BBB - OTHER STATES and Status of Solving.

*** CASE ASSIGN 2/4/02 8:26:58 AM, jlifosjo
B012002-01-1600759 to jdigrazi, WIP

*** CASE RULE ACTION 2/4/02 12:28:08 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE FULFILL 2/5/02 1:48:45 PM, jdigrazi

Case History

Case ID : B012002-01-1600759

Case Title :

Fulfilled for :

due 02/04/02 05:00:00 PM

*** COMMIT 2/5/02 1:48:53 PM, jdigrizi, Action Type : N/A

*** NOTES 2/5/02 1:54:40 PM, jdigrizi, Action Type : Letter/Fax

Received Notice of Hearing/ Inspection:

Hearing Date, Time, Place:

2/21/02 1:30 pm

BBB of Mid Counties, Inc.

11 S. San Joaquin, Suite 803

Stockton, CA 95202

*** NOTES 2/5/02 1:57:55 PM, jdigrizi, Action Type : Field/DSM

I left DPSM a voicemail regarding the inspection date.

*** CASE MODIFY 2/5/02 1:58:27 PM, jdigrizi

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 2/5/02 1:58:46 PM, jdigrizi

into WIP NEW CASES and Status of Solving.

*** CASE ASSIGN 2/5/02 1:59:13 PM, jdigrizi

B012002-01-1600759 to jlifosjo, WIP D

*** CASE RULE ACTION 2/5/02 1:59:14 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 2/6/02 3:53:54 PM, jlifosjo, Action Type : Field/DSM

V/M to DPSM advising him of the hearing information. Requested call back to discuss this case and possible settlements.

*** CASE MODIFY 2/6/02 3:53:55 PM, jlifosjo

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY COMMITMENT 2/12/02 8:20:55 AM, jlifosjo

with due 02/13/02 12:00:00 AM.

*** CASE MODIFY 2/12/02 8:21:00 AM, jlifosjo

into WIP HEARING SET and Status of Solving.

*** CASE MODIFY 2/12/02 8:22:24 AM, jlifosjo

into WIP HEARING SET and Status of Solving.

*** CASE RULE ACTION 2/13/02 2:24:05 PM, sa

Action owner - 30 days of rule Case Closure fired

*** COMMIT 2/14/02 6:50:45 AM, jlifosjo, Action Type : N/A

*** CASE MODIFY 2/14/02 6:51:06 AM, jlifosjo

into WIP NEW CASES and Status of Solving.

*** NOTES 2/14/02 7:53:55 AM, jlifosjo, Action Type : Field/DSM

DSM called. He states the lienholder for this case is USAA Acct#23186497.

Case History

Case ID : B012002-01-1600759

Case Title :

He states he asked Oakland Acura to send the original sales contract to our office. V/M back to DSM advising him we have not received it.

*** CASE MODIFY 2/14/02 7:53:57 AM, jlifosjo
into WIP WIP 4 (Thursday) and Status of Solving.

*** NOTES 2/14/02 12:43:16 PM, jlifosjo, Action Type : Note-General

Called USAA. They will not release the payoff unless we provide them with a member number or social security number. V/M to DPSM with this information.

*** CASE MODIFY 2/14/02 12:43:23 PM, jlifosjo
into WIP WIP 4 (Thursday) and Status of Solving.

*** CASE MODIFY 2/14/02 2:18:47 PM, jlifosjo
into WIP WIP 4 (Thursday) and Status of Solving.

*** NOTES 2/14/02 2:20:27 PM, jlifosjo, Action Type : Field/DSM

Spoke with DSM. Advised him we obtained the payoff. Calculated the repurchase and determined the amount the client would be getting back. The DSM will call the customer and discuss a settlement prior to the arbitration. If the client is not agreeable, we will proceed to arbitration.

*** CASE MODIFY 2/14/02 2:20:29 PM, jlifosjo
into WIP WIP 4 (Thursday) and Status of Solving.

*** NOTES 2/20/02 9:50:20 AM, jdigrizi, Action Type : Letter/Fax

Faxed Notice of Hearing documents to Gary.

*** NOTES 2/21/02 7:23:50 AM, jlifosjo, Action Type : Field/DSM

V/M from DSM on 2/18/02. DSM states he spoke with the client on 2/17/02 and discussed a possible resolution. DSM states the client does not agree with our offer to settle this matter per the BBB guidelines. DSM states the customer brought up a civil code 1793.2D2 section a,b,c. Customer is looking for \$15,000 in lost wages, interest, payments, etc. DSM plans to arbitrate case on 2/21/02.

*** CASE MODIFY 2/21/02 7:23:52 AM, jlifosjo
into WIP WIP 5 (Friday) and Status of Solving.

*** CASE FULFILL 2/27/02 7:55:28 AM, jlifosjo
Fulfilled for due 02/13/02 12:00:00 AM.

*** CASE MODIFY COMMITMENT 2/27/02 7:55:56 AM, jlifosjo
with due 03/01/02 05:00:00 PM.

*** CASE MODIFY 2/27/02 7:56:04 AM, jlifosjo
into WIP LOW and Status of Solving.

*** CASE ASSIGN 2/27/02 7:56:09 AM, jlifosjo
B012002-01-1600759 to max, WIP

*** CASE RULE ACTION 2/27/02 7:56:10 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE RULE ACTION 2/27/02 2:24:05 PM, sa
Action owners supvar - 45 days of rule Case Closure fired

*** CASE YANKED 3/8/02 9:51:42 AM, jdigrizi
Yanked by jdigrizi into WIPin New Cases.

Case History

Case ID : B012002-01-1600759

Case Title :

*** NOTES 3/8/02 9:54:16 AM, jdigrizi, Action Type : Letter/Fax
Received repurchase decision from the BBB.

*** CASE FULFILL 3/8/02 9:54:24 AM, jdigrizi
Fulfilled for due 03/01/02 05:00:00 PM.

*** COMMIT 3/8/02 9:54:25 AM, jdigrizi, Action Type : N/A

*** CASE ASSIGN 3/8/02 10:03:32 AM, jdigrizi
B012002-01-1600759 to rsax, WIP

*** CASE RULE ACTION 3/8/02 10:03:33 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 3/8/02 10:44:49 AM, rsax
into WIP New Cases and Status of Solving.

*** NOTES 3/8/02 10:45:14 AM, rsax, Action Type : Note-General
Phonemailed DPSM and ZM regarding repurchase decision.

*** CASE MODIFY 3/8/02 10:45:16 AM, rsax
into WIP New Cases and Status of Solving.

*** CASE ASSIGN 3/8/02 10:45:27 AM, rsax
B012002-01-1600759 to jlifosjo, WIP

*** CASE RULE ACTION 3/8/02 10:45:28 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY COMMITMENT 3/20/02 8:48:17 AM, jlifosjo
with due 04/12/02 12:00:00 AM.

*** CASE MODIFY 3/20/02 8:48:34 AM, jlifosjo
into WIP NEW CASES and Status of Solving.

*** NOTES 4/5/02 6:33:55 AM, jdigrizi, Action Type : Letter/Fax
The customer accepts the arbitration decision.

*** CASE MODIFY 4/17/02 1:24:00 PM, jlifosjo
into WIP BBB DEADLINE CASES and Status of Solving.

*** CASE MODIFY 4/17/02 1:24:01 PM, jlifosjo
into WIP BBB DEADLINE CASES and Status of Solving.

*** CASE MODIFY 4/18/02 9:43:31 AM, jlifosjo
into WIP BBB DEADLINE CASES and Status of Solving.

*** CASE MODIFY 4/24/02 9:45:22 AM, jlifosjo
into WIP CHECKS NEEDED and Status of Solving.

*** NOTES 4/24/02 9:49:59 AM, jlifosjo, Action Type : Call to Customer

Spoke with client regarding the transfer. He states his CA registration expired on 4/22 and he has personalized plates that he wants to transfer to his new vehicle. Requested that he send us the DMV bill for the registration. He faxed us a copy of the registration for last year. Called back today and

Case History

Case ID : B012002-01-1600759

Case Title :

left a message for him to contact us. We need the DMV billing and a copy of his request to DMV to transfer the personalized plates to another VIN.
Client also mentioned he is in the military reserves and he may have to change the transfer date.

*** CASE MODIFY 4/24/02 9:50:04 AM, jlifosjo
into WIP CHECKS NEEDED and Status of Solving.

*** CASE MODIFY 4/24/02 10:31:05 AM, jlifosjo
into WIP CHECKS NEEDED and Status of Solving.

*** NOTES 4/24/02 10:43:18 AM, jdigrazi, Action Type : Note-General
Processed check request for \$7,789.81 made payable to the customer. Check request number 033084.
Processed check request for \$22,477.88 made payable to Washington Mutual. Check request number 033085.

*** SUBCASE B012002-01-1600759-1 MODIFY 4/24/02 11:03:42 AM, jlifosjo
into WIP Subcases and Status of Solving.

*** SUBCASE B012002-01-1600759-1 CLOSE 4/24/02 11:03:55 AM, jlifosjo
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/24/02 11:05:21 AM, jlifosjo
into WIP CHECKS DUE BACK and Status of Solving.

*** NOTES 4/30/02 6:45:41 AM, jlifosjo, Action Type : Note-General
Sent the customer's check #1227324, via Fed Ex, to the transfer agent, Rudy Valdez.
Sent the payoff check #1227337 via Fed Ex to ISG.

*** CASE CLOSE 4/30/02 6:46:12 AM, jlifosjo
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/6/02 1:55:20 PM, rsax
with Condition of Open and Status of Solving.

*** NOTES 5/6/02 2:16:38 PM, rsax, Action Type : Note-General
Voided Check #122733, \$22,477.88, to Washington Mutual for \$22,477.88. Washington Mutual is not the lienholder.

Issued Check # 1228975, \$22,495.69, to USSA Credit Union. Federal Expressed check to Credit Union today.

*** CASE MODIFY 5/6/02 2:16:41 PM, rsax
into WIP New Cases and Status of Solving.

*** CASE CLOSE 5/6/02 2:16:49 PM, rsax
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/8/02 2:04:19 PM, jdigrazi
with Condition of Open and Status of Solving.

*** NOTES 5/8/02 2:05:12 PM, jdigrazi, Action Type : Letter/Fax
Hand delivered original check to the Accounting Department to be voided.

*** CASE CLOSE 5/8/02 2:05:18 PM, jdigrazi
Status = Closed, Resolution Code = Instruction Given, State = Open



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 368-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 256

Date Received

20-DEC-2001

Del. or

Rel. dt

pd. rt

up. ltr

Reference No.

753801

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☐ YES☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of dashboard on driver's side)</small> 19UYA42611A034079	Vehicle Make ACURA	Vehicle Model CL	Vehicle Year 2001	Current Odometer Reading
---	-----------------------	---------------------	----------------------	--------------------------

Purchase Date 01-APR-2001	Dealer's Name	Engine Size (CID/CCL) 3.2	Turbo Diesel Gas Fuel Inject
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No Cylinders	<input checked="" type="checkbox"/>
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport Ut Truck Motorcycle	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name/s POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part/s <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 2	Date(s) of Failure(s) 08-SEP-2001	Mileage at Failure(s) 13900	Vehicle Speed at Failure(s) 40
Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No	

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	---	--------------------------------	---------------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THIS IS THE SECOND TRANSMISSION FAILURE THAT HAS OCCURRED. THE FIRST TIME IT FAILED I WAS STICK IN THE MIDDLE OF A BUSY INTERSECTION AT MORNING RUSH-HOUR. NOW THE DEALERSHIP HAS HAD MY CAR FOR ALMOST 7 WEEKS AND THEY WANT ME TO ALLOW THEM TO TRY ANOTHER (W3) TRANSMISSION. I DO NOT FEEL THAT THE CAR IS SAFE OR RELIABLE. MANY OTHER CONSUMERS HAVE HAD TRANSMISSION FAILURE SITUATIONS SIMILAR TO MINE AND ACURA IS OFFERING MONEY, EXTENDED WARRANTIES AND OTHER MONETARY COMPENSATION IN LIEU OF LEGAL ACTION AGAINST THEM. THE CONSUMER SHOULD BE FOREWARNED AND ADVISED OF THE IMMINENT PROBLEMS OCCURRING IN THIS VEHICLE.*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Tech Line Contact Report

TL # 1002020	Created By: JAMESV	Date Created: 11/08/2001	Last Edited By: HOWARDM
			# of Edits: 7

Code: Original Complaint:

P0780 MECH PROB @HYDRIC SYS

Probable Cause; Solution:

ATR; REMAN TRANS; REMAN AGAIN

Alt Codes: P0730

Status: ATR

KB Source:

Title/Subject:

Mileage: 13903

<p>Dealer #: 251479</p> <p>Dir Cont: BRENT TZ: 0</p> <p>Serv Ph: (209) 527-7000</p> <p>Serv Mgr: ERIC ANGLO</p> <p>Dir Name: ACURA OF MODESTO 4325 MCHENRY AVENUE MODESTO, CA 95356</p> <p>Phone: 209-527-7000 Fax #: (209) 527-7015</p> <p>DSM Name: Eddy Rios Zone/Dist: 01 / F</p> <p>Phone:</p>	<p>VIN: 19UYA42511A034079 Err</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trim/Grade: TYPE S</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2CL 2DR TYPE S 5CYL 200.0HP 3.2L</p> <p>Act: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans #: BGFA 1032004</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
---	---

Tech Line Suggests

Information from Dealer

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11/08/01 14:37:57 JAMESV:----->REMAN A/T ORDERED 11/8/01
----->TRANS SLIPPING DOESN'T GO OVER 15 MPH.
11/08/01 14:38:35 JAMESV:----(call back)---->BRENT SVC.
SYMPTOMS?----->FLUID IS BURNT HAS LONG DELAY GOING INTO GEAR
----->DRIVE OR REV. HAS A LOUD HUMMING NOISE COMING
----->OUT OF THE TRANS AT ALL TIMES CUST COMPLAINT
----->WAS SLIPPING I EXPERIENCED VERY ERRATIC SHIFT
CODES?----->INCORRECT GEAR RATIO.
ISOLATE NOISE?----->LOUDEST IN T/C HOUSING AREA
WHEN DOES NOISE START?----->AT START UP.
WHAT HAVE YOU DONE?----->ORDERED TRANS.
12/10/01 14:53:16 GREGN:----->INSTALLED REMAN TRANS, NOW GETTING P0780
CK PREVIOUS WORK----->ALL GOOD
DID YOU EVER HAVE A CODE P0780 BEFORE REPLACING
TRANSMISSION----->...POSSIBLY, MIL WAS ON BUT CANT REMEMBER
----->CODE...
SHIFT OK----->YES, UNTIL CODES THEN FEELS LIKE TAKING OFF IN
----->3RD.....
COMPARE SHIFT COMMANDS IN SHOP MANUAL TO PCM
SHIFT TABLES, SWAP PCM----->
12/13/01 10:38:18 JIMM:----->SWAPPED THE PCM AND THE SAME.
SO YOU HAVE NEW SOLE, FLUSHED, AND SWAPPED
THE PCM AND STILL CODES?----->YES. CODES RIGHT AWAY.
YOU NEVER HAD THE P0780 CODE FOR THE ORIGINAL
PROBLEM BEFORE THE REMAN?----->NO.
WILL NEED TO REMAN AGAIN.
----->REMAN TRANS # BGFA 1032004
12/14/01 14:08:38 JAMESV:----->REMAN A/T ORDERED 12/14/01
----->HARSH SHIFTING
01/16/02 15:18:13 HOWARDM:----->FORWARDED CONTACT TO LARRY L. (CR)
    
```

Case Details

Case ID: B012002-04-2400060 Division: Acura - Auto Condition: Closed Open Date: 4/24/2002 7:14:19 AM
 Case Originator: Robert Craig Sub Division: Customer Relations Status: Closed Close Date: 6/13/2002 9:57:43 AM
 Case Owner: Man Phan Method: Phone Queue: Days Open: 50
 Point of Origin: Custodian Wipin:
 Case Title: No. of Attachments: 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : EATONTOWN, NJ
 E Mail :
 Svc District / Sis District :

Current Dealer Info :

Current Dealer No. / Name : 251461 / PARK AVE. ACURA
 Phone No. : 201-587-9000
 Address : 247 W. PASSAIC ST.
 City / State / Zip : MAYWOOD, NJ 07607
 Svc District / Sis District : 02B / A02
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name :

Previous Dealers Info :

Dealer No.	Dealer Name	Agent Name	Review Ind.

Issues :

Issue ID	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
B012002-04-2400060-1 / MICHAEL DOMOGALA -	Subcase Close	Product	Operation	218	Automatic Trans	
B012002-04-2400060-2 / MICHAEL DOMOGALA -	Subcase Close	Product	Operation	218	Automatic Trans	
B012002-04-2400060-3 / MICHAEL DOMOGALA -	Subcase Close	Product	Operation	218	Automatic Trans	

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA42741A011985
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4271FNW / B
 Miles / Hours : 37,000
 In Service Date : 6/27/00
 Months In Use : 22
 Engine Number : J32A21007922
 Originating Dealer No. / Name : 251373 / SPRINGFIELD ACURA
 Selling Dealer No. / Name : 251373 / SPRINGFIELD ACURA
 Trim : TYPNAV
 No. of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : BBB
 Party 2 : Attorney
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Case Detail Report

Print Date: 4/25/92

Issue Details

Issue ID : B612002-04-2400060-1	Type 1 : Product	Condition : Closed	Within :
Issue Originator : Man Phan	Type 2 : Operation	Status : Subcase Close	Open Date : 4/25/92 7:31:05 AM
Issue Owner : Man Phan		Queue :	Close Date : 5/1/92 16:08:20 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2189

Campaign Code / Desc : /

Involved Party :

Document Ref # :

Resolved Through :

Decision In Favor Of :

Resolutions : Assn Denied - Cannot Claim Expense

NPS Number :

Claims Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount : \$0.00
Reimbursement Amount :	Labor Amount : \$0.00
Maximum Claim Amount : \$0.00	
Error Codes :	

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Claims Auth Notes :

Check Req Info :

VIN Type / No. :	Delivery Date :
Engine Serial No. :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount : \$0.00	
Incidental Type 1 / Amount :	/ \$0.00
Incidental Type 2 / Amount :	/ \$0.00
Total Amount : \$0.00	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : BD12002-04-2400000-2	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : John DiGrazia	Type 2 : Operation	Status : Software Error	Open Date : 5/14/02 1:58:56 PM
Issue Owner : Roselyn Sax		Queue :	Close Date : 5/23/02 7:45:27 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 2187 Automatic Trans

Condition Code / Desc :	Internal Fail 2182
Campaign Code / Desc :	/
Involved Party :	BBB
Document Ref # :	
Resolved Through :	Not Applicable
Decision In Favor Of :	Not Applicable
Resolutions :	Updated Information
NPS Number :	

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount :
Reimbursement Amount :	Labor Amount :
Maximum Claim Amount :	
Error Codes :	

Check Req info :

VIN Type / No. :	Delivery Date :
Engine Serial No. :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount :	
Incidental Type 1 / Amount :	/
Incidental Type 2 / Amount :	/
Total Amount :	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case Detail Report

Print Date: 6/13/02

Issue Details

Issue ID : B012002-01-2400000-3	Type 1 : Product	Condition : Closed	Within :
Issue Originator : Man Phan	Type 2 : Operation	Status : Subcase Class	Open Date : 6/4/02 9:26:49 AM
Issue Owner : Man Phan		Queue :	Close Date : 6/13/02 9:57:41 AM
Issue Title :			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans

Condition Code Desc : Internal Fail 2182

Campaign Code / Desc : /

Involved Party :

Document Ref # :

Resolved Through :

Decision In Favor Of :

Resolutions : Retail - Dealer 100%

NPS Number :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount :

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount :

Labor Amount :

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount :

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Solution / Linked Resolution Info :

Solution ID : Resolution Title

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-04-2400060

Case Title :

*** CASE CREATE 4/24/02 7:14:19 AM, rcraig

Contact = ? Priority = N/A, Status = Solving.

*** NOTES 4/24/02 7:14:19 AM, rcraig, Action Type :

Client called in and stated that he has had two transmission replaced in his vehicle. Client stated that his second transmission went out and he almost got into an accident when his transmission went out because it down shifted when it went out. Client states that he wants out of the vehicle. Client stated that he took his vehicle to Park Avenue Acura and they referred him to Man. Client wants Man to call him back to discuss his concern.

*** NOTES 4/24/02 7:15:50 AM, rcraig, Action Type : Call from Customer

I advised the client that I would leave a message for Man to call him back. Client understood. Client stated that he works on a trading floor and stated that it may be noisy when you call him and wanted to apologize for the noise.

*** CASE MODIFY 4/24/02 7:16:03 AM, rcraig

into WIP default and Status of Solving.

*** CASE MODIFY 4/24/02 7:18:39 AM, rcraig

into WIP default and Status of Solving.

*** CASE MODIFY 4/24/02 7:18:43 AM, rcraig

into WIP default and Status of Solving.

*** CASE ASSIGN 4/24/02 7:18:59 AM, rcraig

B012002-04-2400060 to mphan, WIP objid FROM table_employee WHERE employee2user = 7

*** CASE RULE ACTION 4/24/02 7:19:00 AM, m

Action Task Assignee of rule Assign Notification fired

*** SUBCASE B012002-04-2400060-1 CREATE 4/25/02 7:31:05 AM, mphan

Created in WIP Default with Due Date 4/25/2002 7:31:05 AM.

*** CASE MODIFY 4/25/02 7:31:23 AM, mphan

into WIP New Cases and Status of Solving.

*** CASE MODIFY 4/25/02 7:40:21 AM, mphan

into WIP New Cases and Status of Solving.

*** SUBCASE B012002-04-2400060-1 NOTES 4/25/02 7:51:46 AM, mphan, Action Type : Call from Customer

Client called stated that he is going through his second transmission so this will be his third trans. Client stated the first time he was on the highway doing about 65 MPH when the trans dropped two gears. Then the second time they replaced some solenoids and he picked the car drove it for about ten miles out and the trans acted up again, so he took the car back to the dealer and this is where we stand right now. Client stated that he will fax me a letter stating what he just describe to me. Client stated that he does not trust the car and his fiance does not trust the car either. Client stated he loves the car but has not intention of keeping it under these conditions. Client stated he will fax me the letter and wanted to know when he will hear from me.

I empathized with client and apologized for the issue at hand. I explained that I will review his letter and begin the reviewing process of this case. I explained that there will be a lot of research and review put into this case so I can not just call him after reading his letter to say that Acura will trade him out. Client understands this and would like to offer any information necessary. I thanked him for his cooperation and patience in this matter.

*** CASE MODIFY 4/25/02 7:51:49 AM, mphan

into WIP New Cases and Status of Solving.

*** CASE MODIFY 4/25/02 7:52:01 AM, mphan

Case History

Case ID : B012002-04-2400060

Case Title :

into WIP New Cases and Status of Solving.

*** COMMIT 4/25/02 7:52:19 AM, mphan, Action Type : N/A

*** CASE MODIFY 4/25/02 7:53:22 AM, mphan
into WIP New Cases and Status of Solving.

*** SUBCASE B012002-04-2400060-1 NOTES 4/25/02 1:26:20 PM, mphan, Action Type : Call to Dealer

S/W Wayne, svc mgr, he stated that client will be going on his third Acura. Wayne stated that they put the first trans in and it came back and tech lien told them to replace the solenoids, however that did not help so the replace another trans, and now client is back and needs another trans. I asked for all the ROs regarding the trans so and asked that he talks to Clair about this tomorrow when she arrives.

I will call Clair later to give her a heads up on this case.

*** CASE MODIFY 4/25/02 1:26:25 PM, mphan
into WIP CA-Park Ave. and Status of Solving.*** CASE FULFILL 4/25/02 1:26:59 PM, mphan
Fulfilled for : 04/26/02 08:20:00 AM.

*** COMMIT 4/25/02 1:27:01 PM, mphan, Action Type : N/A

*** CASE MODIFY 4/25/02 1:27:33 PM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** SUBCASE B012002-04-2400060-1 NOTES 4/25/02 1:33:45 PM, mphan, Action Type : Call to Customer

I called client to see what she had decided on the situation. Client asked how long it would take, I advised I do not know, however it shouldn't take more than an hour. I advised her to call the dealer and make the appt between 11-1 PM. Client stated she will do that.

*** SUBCASE B012002-04-2400060-1 NOTES 4/26/02 8:17:35 AM, mphan, Action Type : Field/DSM

S/W Clair Arcaro, DPSM, regarding this case and was told that because client does not fall under the lemon law criteria that the mediation may not approve for a trade out. Clair stated that dlr has installed the third trans in the car and it is working fine. Clair advised that because client has been a good customer with the dealer they might negotiate something with client to get him into another car.

I asked if Clair was willing to assist with that. Clair advised that because of the above reasons, mediation group may not cut her a check. Clair advised that if I can come up with something then to let her know.

I advised that I will let client know the trans is working and I would like to compensate and offer an extended warranty and see how client will take it.

*** CASE MODIFY 4/26/02 8:17:39 AM, mphan
into WIP CA-Park Ave. and Status of Solving.*** CASE MODIFY 4/26/02 9:29:22 AM, mphan
into WIP CA-Park Ave. and Status of Solving.*** CASE FULFILL 4/26/02 9:29:28 AM, mphan
Fulfilled for : due 04/25/02 03:00:00 PM.

*** COMMIT 4/26/02 9:31:21 AM, mphan, Action Type : N/A

*** SUBCASE B012002-04-2400060-1 NOTES 4/26/02 9:36:07 AM, mphan, Action Type : Note-General

Before I call client I want to run this by my supervisor to see if the only way to trade client out is through lemon law, or can we voluntarily trade client

Case History

Case ID : B012002-04-2400060

Case Title :

ent.

*** CASE MODIFY 4/26/02 9:36:09 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** CASE MODIFY 4/26/02 9:36:16 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** CASE MODIFY 4/26/02 9:36:30 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** CASE MODIFY 4/26/02 9:36:45 AM, ~~in~~phen
into WIP CA-Park Ave. and Status of Solving.

*** SUBCASE B012002-04-2400060-1 NOTES 4/29/02 11:58:53 AM, mphan, Action Type : Note-General

I have reviewed this with my supervisor. Acura will review this case if the trans is defective after this repair however at this time Acura has not decided to trade client out. My supervisor agrees with offer some compensation.

*** CASE MODIFY 4/29/02 11:58:57 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** CASE MODIFY 4/29/02 11:59:16 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** CASE MODIFY 4/29/02 11:59:24 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** SUBCASE B012002-04-2400060-1 NOTES 4/30/02 9:26:44 AM, mnphan, Action Type : Call to Customer

I called client and apologized that I was unable to call him back yesterday. I empathized with the situation and that at this time Acura has not decided to trade client out of the vehicle. I further explained that the trans that was replaced is now operating properly and that I will do whatever I can to reassure him of the reliability of the car. I would also like to offer any compensation for his frustration and inconveniences. Client stated the only thing he wants is have that car taken away and give him a new one. Client stated that he will not take the car back and that he will not return the loaner car and that he will move the loaner so the dealer would not know where it is and he will contact his lawyer.

I apologized for the situation and asked that client think twice about keeping the loaner car. I advised that if he wants to pursue this legally then I can arrange for the dealer to drop off his car and pick up there car while he pursues this legally. Client stated he will move the car so the dealer never find it. I advised client once again that is not a good idea. Client stated I do not care, let the dealer try to take their car from me.

*** SUBCASE B012002-04-2400060-1 NOTES 4/30/02 9:43:01 AM mphan. Action Type : Field/DSM

I advised Chair Arcaro, DPSM, of the situation. Chair advised me to let the dealer know.

*** CASE MODIFY 4/30/02 9:43:06 AM, mphan
into WTP CA-Park Ave. and Status of Solving.

*** SUBCASE B012002-04-2400060-1 NOTES 4/30/02 9:46:25 AM, mphan, Action Type : Call to Dealer

I called Wayne, svc mgr, and he stated that the dealer is going to try to work out some numbers for a straight trade if they can get some assistance from Acura. I advised that if that is what they want to do then they might want to talk to Clair about it.

*** CASE FULFILL 4/30/02 9:46:33 AM. mphan

Fulfilled for: Jun 04/26/02 02:20:00 PM

*** COMMIT 4/30/02 9:46:51 AM, mphan, Action Type : N/A

Case ID : B012002-04-2400060

Case Title :

*** SUBCASE B012002-04-2400060-1 NOTES 4/30/02 9:47:20 AM, mphan, Action Type : Field/DSM

I left a message for Clair and asked her to give me a call back.

*** CASE MODIFY 4/30/02 9:48:05 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** SUBCASE B012002-04-2400060-1 NOTES 4/30/02 10:25:00 AM, mphan, Action Type : Call from Customer

Client stated that he does not feel that he should take his car back. Client stated that he will continue to call everyday until Acura trades him out of the car because he does not feel that he should put his family in jeopardy because of a faulty transmission. Client stated that bottom line he does not feel safe in his car.

*** SUBCASE B012002-04-2400060-1 NOTES 4/30/02 10:26:11 AM, mphan, Action Type : Call from Customer

I advised client that I will take this up and have this reviewed again but I can not say that the decision will change however I will let client know the outcome.

*** CASE MODIFY 4/30/02 10:26:20 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** COMMIT 4/30/02 10:26:26 AM, mphan, Action Type : N/A

*** CASE MODIFY 4/30/02 10:29:46 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** SUBCASE B012002-04-2400060-1 NOTES 4/30/02 10:53:02 AM, mphan, Action Type : Field/DSM

I advised Clair Arcaro, that client refuses to accept the car and that he will not stop until he gets what he needs. Clair advised me that client buys connect aftermarket from the dealer and when those parts go wrong the dealer would charge Acura for the repair. Clair stated that client does not fall under the criteria of the lemon law so therefore Acura would not participate in a trade out.

*** CASE MODIFY 4/30/02 10:53:06 AM, mphan
into WIP CA-Park Ave. and Status of Solving.*** CASE MODIFY 4/30/02 10:53:16 AM, mphan
into WIP CA-Park Ave. and Status of Solving.*** CASE FULFILL 4/30/02 10:53:35 AM, mphan
Fulfilled for MICHAEL DOMOGALA due 05/01/02 01:20:00 PM.*** CASE MODIFY 4/30/02 10:53:39 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** SUBCASE B012002-04-2400060-1 NOTES 4/30/02 10:55:37 AM, mphan, Action Type : Call to Dealer

S/W Mr. Solza, svc director, and he advised me that he has reviewed this with Debby. Mr. Solza stated that he has refunded the client and advised client that they will not work on client car. Mr. Solza stated that client was not pleasant to talk to and that client accused Debby and him being drinking buddies. Mr. Solza stated he no longer wants to service this client.

*** SUBCASE B012002-04-2400060-1 NOTES 5/1/02 10:01:30 AM, mphan, Action Type : Manager

I reviewed this case again with my supervisor. It was explained to me that if client does not fall under the lemon law and the field rep has already made the decision not to assist because the car does not meet the criterias then we will concur with that decision.

*** SUBCASE B012002-04-2400060-1 NOTES 5/1/02 10:04:45 AM, mphan, Action Type : Call from Customer

Client called for a decision on his case. I explained to client that Acura reviewed the case again and has agreed that at this point Acura is not going to

Case History

Case ID : B012002-04-2400060

Case Title :

trade client out of the car, however we still would like to provide an extended warranty for him to reassure client of the trans. Client stated that I have been no help and wanted the phone to the field rep. I advised that I am unable to give the field rep's number out. Client was not very happy and stated that I have not been any help and ended the call.

*** SUBCASE B012002-04-2400060-1 NOTES 5/1/02 10:07:34 AM, mphan, Action Type : Note-General

Closing case

*** CASE MODIFY 5/1/02 10:07:37 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** CASE MODIFY 5/1/02 10:08:15 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** SUBCASE B012002-04-2400060-1 CLOSE 5/1/02 10:08:20 AM, mphan
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/1/02 10:08:20 AM, mphan
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/14/02 12:59:21 PM, jdigrizi
with Condition of Open and Status of Solving.

*** CASE YANKED 5/14/02 12:59:29 PM, jdigrizi
Yanked by jdigrizi into WIPbin New Cases.

*** CASE MODIFY 5/14/02 1:04:42 PM, jdigrizi
into WIP New Cases and Status of Solving.

*** CASE MODIFY 5/14/02 1:11:42 PM, jdigrizi
into WIP New Cases and Status of Solving.

*** CASE MODIFY 5/14/02 1:14:23 PM, jdigrizi
into WIP New Cases and Status of Solving.

*** CASE MODIFY 5/14/02 1:14:39 PM, jdigrizi
into WIP New Cases and Status of Solving.

*** CASE CLOSE 5/14/02 1:14:42 PM, jdigrizi
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/14/02 1:57:53 PM, jdigrizi
with Condition of Open and Status of Solving.

*** CASE YANKED 5/14/02 1:58:05 PM, jdigrizi
Yanked by jdigrizi into WIPbin New Cases.

*** CASE MODIFY 5/14/02 1:58:44 PM, jdigrizi
into WIP New Cases and Status of Solving.

*** SUBCASE B012002-04-2400060-2 CREATE 5/14/02 1:58:56 PM, jdigrizi
Created in WIP Default with Due Date 5/14/2002 1:58:56 PM.

*** SUBCASE B012002-04-2400060-2 MODIFY 5/14/02 1:59:32 PM, jdigrizi
into WIP New Cases and Status of Solving.

Case History

Case ID : B012002-04-2400060

Case Title :

*** NOTES 5/14/02 2:09:00 PM, jdigrizi, Action Type : Letter/Fax

This vehicle is an Acura not a Honda. The case number the BBB assigned was incorrect. Coordinator contacted BBB and requested a new case number and start date.

Received an official BBB case:

Case No:

Start Date:

BBB Customer Claim Form states the following:

1. Defective transmission and alignment.

Resolution sought:

All recall items affecting this vehicle, any and all service bulletins, as well as the contents of all invoices, are incorporated herein by reference. As a result of the manufacturer's inability to correct these substantial impairments within a reasonable number of repair attempts, my client seeks a full refund of the purchase price, treble damages, collateral charges and attorney fees.

*** NOTES 5/14/02 2:09:16 PM, jdigrizi, Action Type : Call to Dealer

I called the dealer for repair orders.

*** COMMIT 5/14/02 2:09:18 PM, jdigrizi, Action Type :

*** NOTES 5/14/02 2:09:36 PM, jdigrizi, Action Type : Dealer Communication

ATTENTION SERVICE MANAGER: WE NEED ALL THE REPAIR ORDERS INCLUDING ANY TECH NOTES FAXED OVER TO THE FOLLOWING NUMBER, (310-783-3029.) WE NEED THE ACTUAL HARD COPIES RATHER THAN JUST A COPY OF THE REPAIR HISTORY. THANKS.

*** NOTES 5/14/02 2:09:47 PM, jdigrizi, Action Type : Note-Technical

Emailed Larry for tech line report.

*** COMMIT 5/14/02 2:10:17 PM, jdigrizi, Action Type : N/A

*** CASE MODIFY 5/14/02 2:25:23 PM, jdigrizi

into WIP New Cases and Status of Solving.

*** CASE ASSIGN 5/14/02 2:25:29 PM, jdigrizi

B012002-04-2400060 to rsax, WIP emplolu

*** CASE RULE ACTION 5/14/02 2:25:30 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE B012002-04-2400060-2 ASSIGN 5/14/02 2:25:35 PM, jdigrizi

B012002-04-2400060-2 to rsax, WIP

*** SUBCASE B012002-04-2400060-2 RULE ACTION 5/14/02 2:25:35 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 5/16/02 6:27:00 AM, jdigrizi, Action Type : Note-Technical

Received tech line report.

*** NOTES 5/16/02 1:30:24 PM, rsax, Action Type : Note-General

Phonemailed and copied DPSM, C. Arcaro.

Case History

Case ID : B012002-04-2400060

Case Title :

- *** CASE MODIFY 5/16/02 1:30:28 PM, rsax
into WIP New Cases and Status of Solving.
- *** CASE MODIFY 5/16/02 1:30:36 PM, rsax
into WIP New Cases and Status of Solving.
- *** CASE FULFILL 5/16/02 1:30:40 PM, rsax
Fulfilled for _____ .je 05/17/02 02:09:20 PM.
- *** CASE MODIFY COMMITMENT 5/16/02 1:31:22 PM, rsax
with _____ .je 05/20/02 12:00:00 AM.
- *** CASE MODIFY 5/16/02 1:31:27 PM, rsax
into WIP New Cases and Status of Solving.
- *** NOTES 5/20/02 9:49:18 AM, rsax, Action Type : Field/DSM
DPSM, Arcaro, will arbitrate. As customer will be represented by attorney, DPSM also wants an attorney with her. Phonemailed Paul Lisovicz for availability
on 6/10, 11, and 14.
- *** CASE MODIFY COMMITMENT 5/20/02 9:49:52 AM, rsax
with _____ .je 05/21/02 12:00:00 AM.
- *** CASE MODIFY 5/20/02 9:49:56 AM, rsax
into WIP BBB Cases Working and Status of Solving.
- *** NOTES 5/20/02 2:17:13 PM, rsax, Action Type : Note-General
AHM Attorney, Lisovicz and DPSM, Arcaro, available to arbitrate 6/10 pr 6/14. Notified BBB.
- Federal Expressed file to Paul Lisovicz.
- *** CASE MODIFY 5/20/02 2:17:18 PM, rsax
into WIP BBB Cases Working and Status of Solving.
- *** CASE MODIFY COMMITMENT 5/20/02 2:17:45 PM, rsax
with _____ .je 05/22/02 12:00:00 AM.
- *** CASE MODIFY 5/20/02 2:17:49 PM, rsax
into WIP BBB Cases Working and Status of Solving.
- *** CASE RULE ACTION 5/22/02 6:14:19 AM, sa
Action owner - 30 days of rule Case Closure fired
- *** NOTES 5/23/02 7:44:50 AM, rsax, Action Type : Note-General
Received notification from BBB that customer and attorney withdrew case as they are seeking remedies that are not available through the BBB program. Notified
DPSM, Arcaro, and AHM Attorney, Paul Lisovicz.
- *** SUBCASE B012002-04-2400060-2 CLOSE 5/23/02 7:45:27 AM, rsax
Status = Solving, Resolution Code = Instruction Given
- *** CASE CLOSE 5/23/02 7:45:34 AM, rsax
Status = Closed, Resolution Code = Instruction Given, State = Open
- *** CASE REOPEN 6/4/02 9:13:39 AM, mphan

Case History

Case ID : B012002-04-2400060

Case Title :

with Condition of Open and Status of Solving.

*** CASE MODIFY 6/4/02 9:26:29 AM, mphan
into WIP New Cases and Status of Solving.

*** SUBCASE B012002-04-2400060-3 CREATE 6/4/02 9:26:49 AM, mphan
Created in WIP Default with Due Date 6/4/2002 9:26:49 AM.

*** SUBCASE B012002-04-2400060-3 NOTES 6/4/02 9:29:32 AM, mphan, Action Type : Call from Dealer
Wayne, svc mgr, called to let me know that the car is back at the dealer with an internal problem. Wayne stated that the hotter the trans get the "worst" it gets. Wayne stated it would take a long time but when the trans is hot it would slip, and hard shift with the check engine light on. Wayne stated the code that came up was P0730. Wayne stated the car has been in there since Friday but they have not called tech line because they are waiting to see what Acura is going to do.

*** CASE MODIFY 6/4/02 9:29:36 AM, mphan
into WIP New Cases and Status of Solving.

*** SUBCASE B012002-04-2400060-3 NOTES 6/4/02 9:31:06 AM, mphan, Action Type : Note-Third Party
S/W mediation group and was told that this case was withdrawn from BBB so we would handle this case like any other case.

*** COMMIT 6/4/02 9:31:14 AM, mphan, Action Type : N/A

*** CASE MODIFY 6/4/02 9:31:36 AM, mphan
into WIP New Cases and Status of Solving.

*** CASE MODIFY 6/4/02 11:06:34 AM, mphan
into WIP New Cases and Status of Solving.

*** CASE RULE ACTION 6/5/02 6:14:19 AM, sa
Action owners supvr - 45 days of rule Case Closure fired

*** SUBCASE B012002-04-2400060-3 NOTES 6/5/02 1:17:56 PM, mphan, Action Type : Field/DSM
S/W Claire Arcaro, DPSM, stated she has already authorized for a replacement of the trans and also asked Greg from reman to check out the trans that is being sent back to reman. Claire asked him to see what is wrong with the trans.

*** CASE MODIFY 6/5/02 1:17:59 PM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** CASE MODIFY 6/5/02 1:18:08 PM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** CASE FULFILL 6/5/02 1:20:16 PM, mphan
Fulfilled for MICHAEL DOMOGALA due 06/04/02 01:00:00 PM.

*** COMMIT 6/5/02 1:20:18 PM, mphan, Action Type : N/A

*** CASE MODIFY 6/5/02 1:20:39 PM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** SUBCASE B012002-04-2400060-3 NOTES 6/13/02 9:57:31 AM, mphan, Action Type : Call to Dealer
Wayne, svc mgr, stated that the car was done last week and client has picked up the car and he has not heard from him since.

Closing case.

Case History

Case ID : B012002-04-2400060

Case Title :

*** CASE MODIFY 6/13/02 9:57:33 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** CASE MODIFY 6/13/02 9:57:38 AM, mphan
into WIP CA-Park Ave. and Status of Solving.

*** SUBCASE B012002-04-2400060-3 CLOSE 6/13/02 9:57:41 AM, mphan
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/13/02 9:57:41 AM, mphan
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : B012002-06-0500285 Division : Honda - Auto Condition : Re - Open
 Case Originator : Grace Mariano Sub Division : Mediation Status : Solving
 Case Owner : Teona Kitzmann Method : Fax Queue :
 Point of Contact : BBB Wipbin : new case
 Case Title : No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : WARWICK, RI
 E Mail :
 Svc District / Site District :

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA1295LA833011
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4271FW / B
 Miles / Hours : 25,221
 In Service Date : 2/27/01
 Months In Use : 16
 Engine Number : J32A21021815
 Originating Dealer No. / Name : 251003 / RICK CASE ACURA
 Selling Dealer No. / Name : 251003 / RICK CASE ACURA
 Trim : TYP5NAV
 No. of Doors : 2
 Transmission Code : 5AT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 251426 / INSKIP ACURA
 Phone No. : 401-821-1510
 Address : 1515 BALD HILL ROAD
 City / State / Zip : WARWICK, RI 02886
 Svc District / Site District : 05A / A05
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.
251003	RICK CASE ACURA		

3rd Party Info :

Party 1 :
 Party 2 :
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code Desc	NPS
B012002-06-0500285-1 / VINCENT MARENGHI -	Subcase Close	Product	Operation	218 Automatic Trans	

Issue Details

Issue ID : B012002-06-0500285-1	Type 1 : Product	Condition : Closed	Wipbin :
Issue Originator : Jason Stradford	Type 2 : Operation	Status : Subcase Close	Open Date : 6/5/02 9:30:11 AM
Issue Owner : Susan Agli		Queue :	Close Date : 9/27/02 1:52:16 PM
Issue Title :			

Coding Info :

Labor Code / Desc : 2537 / Subcase: Fault

Condition Code Desc	Internal Fail 2182
Campaign Code / Desc	/
Involved Party :	BBB
Document Ref. # :	stu0246320-1r
Resolved Through :	Arbitration
Decision In Favor Of :	Customer
Resolutions :	Buy Back,
NPS Number :	

Claim Auth Info :

VIN No. :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount : \$0.00
Reimbursement Amount :	Labor Amount : \$0.00
Maximum Claim Amount :	\$0.00
Error Codes :	

Check Req Info :

VIN Type / No. :	HS VIN / BUYA 02751A03301	Delivery Date :
Engine Serial No. :		Status : PROCESSED
Check Requisition No. :	3679	Coat Center : 6580
Division :	Acura - Auto	Approval Date : 9/19/02 3:23:40
Contention Code :	B01	Check No. : 1260194
Defect Code :	584	Check Date : 9/20/02
Category :	BuyBack	
Primary Amount :	\$27,160.16	
Incidental Type 1 / Amount Not Applicable :	/ \$0.00	
Incidental Type 2 / Amount Not Applicable :	/ \$0.00	
Total Amount :	\$27,160.16	
Payee Name :		
Payee Phone No. :		
Address :		
City / State / Zip :		

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason
06200-PGF-020RM	WARRANTY A/T	Not Applicable

Claim Auth Notes :

Case History

Case ID : B012002-06-0500285

Case Title :

*** NOTES 6/5/02 8:40:14 AM, gmariano, Action Type :

Rec'd BBB call record. Customer request full refund of vehicle, if problem is within guidelines of Lemon Law. Customer has ongoing transmission problem - tranny replaced twice.

*** CASE CREATE 6/5/02 8:40:14 AM, gmariano

Contact = Priority = N/A, Status = Solving.

*** CASE MODIFY 6/5/02 8:40:35 AM, gmariano

into WIP NEW CASES and Status of Solving.

*** CASE ASSIGN 6/5/02 8:41:06 AM, gmariano

B012002-06-0500285 to jstradfo, WIP

*** CASE RULE ACTION 6/5/02 8:41:07 AM, ea

Action Task Assignee of rule Assign Notification fired

*** SUBCASE B012002-06-0500285-1 CREATE 6/5/02 9:30:11 AM, jstradfo

Created in WIP Default with Due Date 6/5/2002 9:30:11 AM.

*** CASE MODIFY 6/5/02 9:30:44 AM, jstradfo

into WIP default and Status of Solving.

*** SUBCASE B012002-06-0500285-1 NOTES 6/5/02 9:34:51 AM, jstradfo, Action Type : Call to Customer

The customer said he had the transmission replaced once at 14k miles. The car is back at the dealer. They did not give him an eta on the transmission but told him they have had problems. The customer is upset and disappointed in the product. The customer said he would pursue the lemon law now if the car qualified but will definitely pursue lemon if the problem occurs again. The customer said he has been a long time Honda/Acura owner.

I advised the customer i would contact the dealer and follow up with once the car was repaired.

*** COMMIT 6/5/02 9:35:11 AM, jstradfo, Action Type :

*** SUBCASE B012002-06-0500285-1 NOTES 6/5/02 9:35:20 AM, jstradfo, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Rec'd BBB call record. Customer request full refund of vehicle, if problem is within guidelines of Lemon Law. Customer has ongoing transmission problem - tranny replaced twice.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Jason Stradford

Acura Client Services

Case History

Case ID : B012002-06-0500285

Case Title :

*** CASE MODIFY 6/5/02 9:35:24 AM, jstradfo
into WIP default and Status of Solving.

*** CASE MODIFY 6/5/02 9:35:37 AM, jstradfo
into WIP default and Status of Solving.

*** CASE MODIFY 6/5/02 9:37:15 AM, jstradfo
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 6/5/02 9:37:30 AM, jstradfo

CLAIM CHECK 06/05/02 09:37:30 AM jstradfo

The following Claim History information was found

0; 2001-12-17; 102658; 13596; 749.59; 407.00; 624; 218102 ; 06200-PGF-020RM ; 251003

0; 2002-02-13; 105343; 15480; 26.95; 103.60; 0; 410820 ; 45022-S0K-A1

*** CASE MODIFY 6/5/02 9:37:36 AM, jstradfo
into WIP default and Status of Solving.

*** CASE MODIFY 6/7/02 7:30:47 AM, jstradfo
into WIP default and Status of Solving.

*** CASE MODIFY 6/11/02 8:47:37 AM, jstradfo
into WIP default and Status of Solving.

*** CASE YANKED 6/13/02 2:59:49 PM, jdigrazi
Yanked by jdigrazi into WIPbin New Cases.

*** SUBCASE B012002-06-0500285-1 YANKED 6/14/02 6:26:26 AM, jdigrazi
Yanked by jdigrazi into WIPbin New Cases.

*** SUBCASE B012002-06-0500285-1 MODIFY 6/14/02 6:32:49 AM, jdigrazi
into WIP New Cases and Status of Solving.

*** NOTES 6/14/02 7:04:35 AM, jdigrazi, Action Type : Letter/Fax

Received an official BBB case:

Case No: ACU0246320

Start Date: 6/13/02

BBB Customer Claim Form states the following:

1. Transmission replaced twice.
2. Recall front brake problem.

Resolution sought:

If this problem will be within the guidelines of the lemon law, I want to have a full refund of vehicle. If not I want to note for the record under the lemon law provisions of an on going transmission problem and will seek reimbursement of the vehicle.

*** NOTES 6/14/02 7:05:02 AM, jdigrazi, Action Type : Call to Dealer

I called the dealer for repair orders.

*** COMMIT 6/14/02 7:05:04 AM, jdigrazi, Action Type :

Case History

Case ID : B012002-06-0500285

Case Title :

*** NOTES 6/14/02 7:05:21 AM, jdigrizi, Action Type : Dealer Communication

ATTENTION SERVICE MANAGER: WE NEED ALL THE REPAIR ORDERS INCLUDING ANY TECH NOTES FAXED OVER TO THE FOLLOWING NUMBER, (310-783-3029.) WE NEED THE ACTUAL HARD COPIES RATHER THAN JUST A COPY OF THE REPAIR HISTORY. THANKS.

*** NOTES 6/14/02 7:05:34 AM, jdigrizi, Action Type : Note-Technical

Emailed Larry for tech line report.

*** CASE MODIFY 6/14/02 7:10:19 AM, jdigrizi

into WIP New Cases and Status of Solving.

*** CASE FULFILL 6/14/02 7:10:26 AM, jdigrizi

Fulfilled for : 06/08/02 09:35:13 AM.

*** CASE FULFILL 6/14/02 7:10:30 AM, jdigrizi

Fulfilled for : 06/17/02 07:05:07 AM.

*** CASE MODIFY 6/14/02 7:52:27 AM, jdigrizi

into WIP New Cases and Status of Solving.

*** CASE ASSIGN 6/14/02 7:55:37 AM, jdigrizi

B012002-06-0500285 to jlfisojo, WIP P

*** CASE RULE ACTION 6/14/02 7:55:38 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE B012002-06-0500285-1 ASSIGN 6/14/02 7:55:45 AM, jdigrizi

B012002-06-0500285-1 to jlfisojo, WIP +

*** SUBCASE B012002-06-0500285-1 RULE ACTION 6/14/02 7:55:46 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 6/14/02 8:37:42 AM, jdigrizi, Action Type : Letter/Fax

Received repair orders.

*** NOTES 6/14/02 8:44:30 AM, jdigrizi, Action Type : Letter/Fax

Received repair orders from Inakip Acura. I also left a message for Sal at Rick Case Acura to see if they have any repair orders. I'm waiting on his call back.

*** NOTES 6/14/02 12:38:33 PM, jdigrizi, Action Type : Letter/Fax

Received repair orders from Rick Case Acura.

*** CASE YANKED 6/18/02 12:54:44 PM, rsax

Yanked by rsax into WIPbin New Cases.

*** NOTES 6/19/02 6:39:53 AM, rsax, Action Type : Note-General

Phonemailed and copied DPSM, Kim Craven. Waiting for her call back.

*** COMMIT 6/19/02 6:40:02 AM, rsax, Action Type : N/A

*** CASE MODIFY 6/19/02 6:40:23 AM, rsax

into WIP New Cases and Status of Solving.

Case History

Case ID : B012002-06-0500285

Case Title :

*** NOTES 6/21/02 1:19:30 PM, rsax, Action Type : Note-General

DPSM, Kim Craven, will arbitrate. She is available to arbitrate the Week of 7/8/02 or Week of 7/15/02 Notified BBB.

*** CASE MODIFY COMMITMENT 6/21/02 1:19:49 PM, rsax

with 06/27/02 12:00:00 AM.

*** CASE MODIFY 6/21/02 1:19:53 PM, rsax

into WIP BBB Cases Working and Status of Solving.

*** CASE MODIFY 6/21/02 1:22:41 PM, rsax

into WIP BBB Cases Working and Status of Solving.

*** NOTES 6/25/02 8:29:50 AM, rsax, Action Type : Note-General

Per BBB: Customer stated the vehicle was purchased in FL and he still has FL license plates. He intends to file for BBB arbitration in FL pursuant to FL lemon law. He claims the vehicle was out of service for 14 days for the first transmission replacement, and five days for the second one. He claims that the vehicle still has concerns such as shifting erratic and surging. When stepping on gas/upshift slips. He has not sent in the final defect notice so he might be doing that soon.

*** NOTES 6/26/02 9:54:17 AM, rsax, Action Type : Note-General

Per BBB, customer claims he never received the final defect forms along with the vehicle. He is going to be contacting the state to ask them for a copy. He appears to have the intention of sending AHM the final defect. He raised concerns with the transmission worsening, concern that it may break down..he will keep BBB posted once he completes the steps.

*** NOTES 7/2/02 4:44:36 PM, jcox, Action Type : Call from Customer

Client called to ask for our address so he can send in the motor vehicle defect report. Provided address.

*** CASE RULE ACTION 7/3/02 7:40:14 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 7/3/02 12:42:05 PM, rsax

into WIP JULIE FOR REVIEW and Status of Solving.

*** NOTES 7/9/02 2:02:24 PM, rsax, Action Type : Call to Customer

Phonemailed customer acknowledging receipt of MVDN. Requested he return my phone call to discuss his case.

*** CASE MODIFY 7/9/02 2:02:29 PM, rsax

into WIP BBB Cases Working and Status of Solving.

*** CASE MODIFY COMMITMENT 7/9/02 2:04:30 PM, rsax

with 07/10/02 12:00:00 AM.

*** CASE MODIFY 7/9/02 2:04:35 PM, rsax

into WIP BBB Cases Working and Status of Solving.

*** NOTES 7/10/02 10:15:18 AM, rsax, Action Type : Note-General

Acknowledged receipt of MVDN. DPSM, Kim Craven, will meet on either 7/29 or 7/30 at Inskip Acura to inspect vehicle. DPSM will notify Mediation of results.

*** CASE MODIFY 7/10/02 10:15:31 AM, rsax

into WIP BBB Cases Working and Status of Solving.

*** CASE MODIFY COMMITMENT 7/10/02 10:15:51 AM, rsax

Case History

Case ID : B012002-06-0500285

Case Title :

with ' me 07/12/02 12:00:00 AM.

*** CASE MODIFY 7/10/02 10:15:55 AM, rsax
into WIP BBB Cases Working and Status of Solving.

*** CASE RULE ACTION 7/17/02 7:40:14 AM, sa
Action owners supvr - 45 days of rule Case Closure fired

*** CASE MODIFY COMMITMENT 7/19/02 6:48:45 AM, rsax
with ' due 07/29/02 12:00:00 AM.

*** NOTES 7/24/02 6:52:14 AM, rsax, Action Type : Note-General

Received the following message from BBB: "Mr. Marengi has an appt to meet with a factory rep on Monday. This is in compliance of the FDN in FL. However, this weekend the transmission failed once again. It broke down in the middle of the highway. There was smoke, he was left stranded and took him three hours to get the vehicle to the dealer, it is presently there. He is driving a loaner vehicle. He says this will be the third transmission on the car. Obviously, he is very upset about the situation and feels that we need to move forward with the case. I asked him to wait because BBB wanted to provide this information to AHM. He has agreed."

Mediation forwarded the above message to DPSM, Kim Craven.

*** CASE MODIFY 7/24/02 6:53:10 AM, rsax
into WIP BBB Cases Working and Status of Solving.

*** NOTES 7/24/02 6:58:15 AM, rsax, Action Type : Call to Customer

Returned customer's call (phonemail message) regarding his vehicle being at the dealership again. Waiting for his call back. Also forwarded customer's message to DPSM, Kim Craven.

*** CASE MODIFY 7/24/02 6:58:18 AM, rsax
into WIP BBB Cases Working and Status of Solving.

*** CASE MODIFY 7/24/02 6:59:21 AM, rsax
into WIP BBB Cases Working and Status of Solving.

*** NOTES 7/24/02 12:39:25 PM, rsax, Action Type : Note-General

Dealer stated vehicle requires another transmission replacement (3rd). Vehicle should be repaired by 7/29/02. DPSM will call customer explaining that AHM would entertain a replacement; however, he will be responsible for usage of approximately \$7,639. Waiting for call back from DPSM.

*** CASE MODIFY COMMITMENT 7/24/02 12:40:16 PM, rsax
with ' me 07/25/02 12:00:00 AM.

*** CASE MODIFY 7/24/02 12:40:21 PM, rsax
into WIP BBB Cases Working and Status of Solving.

*** NOTES 7/29/02 10:52:39 AM, rsax, Action Type : Field/DSM

Update: Advised DPSM that customer would be responsible for approximately \$8,744.57 in mileage (27,648 miles divided by 100,000 (BBB formula) x purchase price of \$30,290.00. DPSM will contact customer.

*** CASE MODIFY 7/29/02 10:52:44 AM, rsax
into WIP BBB Cases Working and Status of Solving.

*** NOTES 7/30/02 8:47:31 AM, rsax, Action Type : Note-General

Received the following email from BBB: "Mr. Marengi called upset about the mediated offer made. He will not go along with that because he feels that

Case History

Case ID : B012002-06-0500285

Case Title :

the "manufacturer is double profiting at his expense." He believes he meets lemon law based on the days out of service. The final defect was sent out and the car continues to have problems. While he is willing to pay for use, he will do so as long as the use is calculated on 26,000/120k X pp which roughly equals out to \$6,562.83. If repurchase offer is not made under lemon law, he will pursue this in arbitration."

Mediation's response to BBB: "The vehicle has been repaired, according to Florida Lemon Law. If need be, we will go to arbitration. We were calculating the usage for a replacement using 27,648/100K (Voluntary Replacement - BBB Calculation). Our DPSM also offered the customer a 7yr/100,000 mile extended warranty (rather than a replacement) and he said he will think about this and get back to her."

*** NOTES 8/5/02 8:43:36 AM, rsax, Action Type : Note-General

Received the following email from BBB: "I have decided to reject your offers as he feels that they are not benefiting him at all. He contends that the problem with the vehicle is still present. Unless the lemon law formula is used, he will not take a hit on the transaction. We will provide a hearing in which the parties would participate via telephone. He prefers the following dates: 8/28, 29 or 30 at 9:00am at the Pembroke Pines BBB location. Please let me know your reps availability"

Responded to BBB with the following: "Did the customer indicate to you that he wanted a repurchase only."

We will replace his vehicle, using Lemon Law calculation for usage, i.e., current mileage/120,000 x purchase price. If he wants a repurchase only, then we will arbitrate. Our DPSM, Kim Craven, is available to arbitrate on 8/28, 29 or 30 at 9:00 a.m. by phone.

*** CASE MODIFY 8/5/02 8:43:40 AM, rsax

into WIP BBB Cases Working and Status of Solving.

*** CASE 8/5/02 8:44:05 AM, rsax

with VINCENT MARENGHI due 08/05/02 12:00:00 PM.

*** CASE MODIFY 8/5/02 8:44:11 AM, rsax

into WIP BBB Cases Working and Status of Solving.

*** NOTES 8/7/02 7:37:12 AM, rsax, Action Type : Note-General

Per BBB: "The customer will not accept a replacement vehicle. He is only interested in the repurchase option. I have made a request to BBB site in Pembroke Pines, FL to set this hearing up for us."

Mediation emailed DPSM, Kim Craven, regarding the above.

*** CASE MODIFY 8/7/02 7:37:18 AM, rsax

into WIP BBB Cases Working and Status of Solving.

*** CASE MODIFY COMMITMENT 8/7/02 7:38:03 AM, rsax

with _____ due 08/07/02 12:00:00 PM.

*** CASE MODIFY 8/7/02 7:38:07 AM, rsax

into WIP BBB Cases Working and Status of Solving.

*** NOTES 8/7/02 10:11:43 AM, j Jones, Action Type : Note-General

Case History

Case ID : B012002-06-0500285

Case Title :

rec'd notice of hearing from the BBB as follows:

8/28/02 @ 0900am at BBB Autoline Miami. Address: 9050 Pines Blvd, Ste 358 Pembroke Pines, FL 33024 - phone arbitration requested.

*** CASE MODIFY 8/7/02 3:53:06 PM, rsax

into WIP BBB Cases Working and Status of Solving.

*** CASE MODIFY COMMITMENT 8/19/02 10:00:48 AM, rsax

with 08/28/02 09:00:00 AM.

*** SUBCASE B012002-06-0500285-1 YANKED 8/19/02 10:28:51 AM, rsax

Yanked by rsax into WIPbin New Cases.

*** CASE MODIFY 8/19/02 10:29:00 AM, rsax

into WIP ARBITRATIONS SET and Status of Solving.

*** CASE MODIFY 8/19/02 10:29:44 AM, rsax

into WIP ARBITRATIONS SET and Status of Solving.

*** NOTES 9/3/02 2:26:03 PM, rsax, Action Type : Note-General

Arbitrators have granted customer a REPURCHASE DECISION. Phonemailed and copied DPSM and ZM. Waiting for customer's acceptance of decision. After received of customer's acceptance, Mediation will process repurchase transfer through ISG.

*** CASE MODIFY 9/3/02 2:26:06 PM, rsax

into WIP WAITING FOR ARB DECISION and Status of Solving.

*** CASE MODIFY COMMITMENT 9/3/02 2:26:31 PM, rsax

with 09/04/2002 09:00:00 AM.

*** CASE MODIFY 9/3/02 2:26:35 PM, rsax

into WIP WAITING FOR ARB DECISION and Status of Solving.

*** NOTES 9/10/02 7:48:09 AM, rsax, Action Type : Note-General

Received customer Acceptance of Repurchase Decision on 9/9/02. This must be completed by 10/9/02. Federal Expressed repurchase package to ISG for processing. Will need paperwork from ISG by 9/16/02 to process check.

*** CASE MODIFY COMMITMENT 9/10/02 7:48:34 AM, rsax

with VINCENT MARENCHI due 09/16/2002 09:00:00 AM.

*** CASE YANKED 9/18/02 7:04:03 AM, jjones

Yanked by jjones into WIPbin Current Cases.

*** SUBCASE B012002-06-0500285-1 YANKED 9/18/02 7:04:21 AM, jjones

Yanked by jjones into WIPbin Current Cases.

*** SUBCASE B012002-06-0500285-1 MODIFY 9/18/02 7:05:53 AM, jjones

into WIP Current Cases and Status of Solving.

*** CASE MODIFY 9/18/02 7:11:08 AM, jjones

into WIP Current Cases and Status of Solving.

*** CASE DISPATCH 9/18/02 7:11:14 AM, jjones

from WIP Current Cases to Queue CK Req - Mediation Mgr.

*** CASE ASSIGN 9/18/02 7:11:19 AM, jjones

Case History

Case ID : B012002-06-0500285

Case Title : BRIAN MASSOLL - DISCLOSURE CONCERN

B012002-06-0500285 to rxax, WIP

*** CASE RULE ACTION 9/18/02 7:11:21 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 9/18/02 7:11:46 AM, jjones, Action Type : Note-General

processed check requisition payable to the customer for the buyback.

*** COMMIT 9/18/02 7:11:50 AM, jjones, Action Type : N/A

*** SUBCASE B012002-06-0500285-1 ASSIGN 9/18/02 7:18:41 AM, jjones

B012002-06-0500285-1 to rxax, WIP employee2user = ?

*** SUBCASE B012002-06-0500285-1 RULE ACTION 9/18/02 7:18:43 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE B012002-06-0500285-1 RULE ACTION 9/19/02 3:23:40 PM, jdavis01, Action Type :

Check Requisition for 27,160.16 \$ submitted

Check Requisition for 27,160.16 \$ submitted by jdavis01

*** SUBCASE B012002-06-0500285-1 COMMIT 9/23/02 8:04:02 AM, rxax, Action Type : External Commitment

*** CASE YANKED 9/27/02 1:43:01 PM, sagli

Yanked by sagli into WIPbin NEW CASES.

*** CASE FULFILL 9/27/02 1:43:10 PM, sagli

Fulfilled for ne 09/16/2002 09:00:00 AM.

*** CASE FULFILL 9/27/02 1:43:13 PM, sagli

Fulfilled for ne 09/23/2002 12:00:00 AM.

*** NOTES 9/27/02 1:43:51 PM, sagli, Action Type : Call from Customer

Sent check to ISG #1260194 - \$27,160.16 Vincent Maronghi

*** SUBCASE B012002-06-0500285-1 YANKED 9/27/02 1:44:03 PM, sagli

Yanked by sagli into WIPbin NEW CASES.

*** COMMIT 9/27/02 1:44:30 PM, sagli, Action Type : N/A

*** CASE MODIFY 9/27/02 1:44:46 PM, sagli

into WIP NEW CASES and Status of Solving.

*** CASE MODIFY 9/27/02 1:45:40 PM, sagli

into WIP NEW CASES and Status of Solving.

*** SUBCASE B012002-06-0500285-1 CLOSE 9/27/02 1:52:16 PM, sagli

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 9/27/02 1:52:22 PM, sagli

Fulfilled for due 10/01/2002 12:00:00 AM.

*** CASE CLOSE 9/27/02 1:52:29 PM, sagli

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/27/02 2:02:17 PM, sagli

Case History

Case ID : B012002-06-0500285

Case Title :

with Condition of Open and Status of Solving.

*** COMMIT 9/27/02 2:02:28 PM, sagli, Action Type : N/A

*** CASE MODIFY 9/27/02 2:02:42 PM, sagli
into WIP NEW CASES and Status of Solving.*** CASE ASSIGN 9/27/02 2:02:50 PM, sagli
B012002-06-0500285 to cfox, WIP*** CASE RULE ACTION 9/27/02 2:02:52 PM, sa
Action Task Assignee of rule Assign Notification fired.*** NOTES 10/14/02 12:59:22 PM, cfox, Action Type : Note-General
Sent request for update of disposal status to Emma Woods at ISG.*** CASE DISPATCH 10/15/02 10:33:37 AM, cfox
from WIP default to Queue Mediation Disposal.*** CASE RULE ACTION 10/16/02 9:33:37 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired*** CASE RULE ACTION 10/17/02 9:33:37 AM, sa
Action Task - owners super - 48 hrs of rule Queue Escalation fired*** CASE ACCEPT 11/14/02 11:10:03 AM, cvidal
from Queue Mediation Disposal to WIP default.

*** NOTES 11/14/02 11:11:21 AM, cvidal, Action Type : Note-General

Received auction check, check#: C8117435 from Florida Auto Auction of Orlando-\$15,650.50-Forwarded to Keesler Meyers in A/R.

Buyer: Central Florida Motor Cars Inc, 120 West Ponkan Road, Apopka, FL 32742

*** CASE CLOSE 11/14/02 11:12:37 AM, cvidal

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/7/03 9:52:24 AM, tkitzman
with Condition of Open and Status of Solving.

*** NOTES 1/7/03 9:59:16 AM, tkitzman, Action Type : Call from Customer

This unit was purchased by Atlanta Car Exchange on 11-12-02. This dealer has been uncooperative with having the retail customer sign the disclosure on several vehicles and has been restricted from purchasing any further ahm buybacks at auction. However, this unit was wholesaled to Nissan dealer in GA where an employee purchased the vehicle for his own personal use. He will sign the disclosure if ahm will provide a 100k full service contract. This info is from isg and the would like to know how to proceed.

*** NOTES 1/7/03 10:02:26 AM, tkitzman, Action Type : Call from Customer

The new owner of the vehicle is _____ and his number at work is _____
address his complaint.

Add Isg that we would contact the new customer to try and

*** NOTES 1/7/03 10:05:07 AM, tkitzman, Action Type : Call from Customer

Called customer and left msg for him to call me to discuss his concerns with the disclosure on this vehicle he has recently purchased.

*** CASE MODIFY 1/7/03 10:05:39 AM, tkitzman

Case History

Case ID : B012002-06-0500285

Case Title :

into WIP new cases and Status of Solving.

*** COMMIT 1/7/03 10:05:49 AM, thitzman, Action Type : N/A

*** CASE MODIFY 1/7/03 10:10:01 AM, thitzman

into WIP new cases and Status of Solving.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-6383
DC METRO AREA (202) 386-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 25b

Date Received

12-AUG-2002

Order

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Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> 10UYA42751A033011	Vehicle Make ACURA	Vehicle Model CL	Vehicle Year 2001	Current Odometer Reading
Purchase Date 01-JAN-2001 <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) 3.2 No Cylinders _____	Turbo Diesel Gas Fuel Injection <input checked="" type="checkbox"/>
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driveside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ltd <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____		Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300006	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 3	Date(s) of Failure(s) 17-DEC-2001 Mileage at Failure(s) 13506 Vehicle Speed at Failure(s) 40	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatality 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

REPLACED FIRST TRANSMISSION AT 13506 MILES, SECOND TRANSMISSION AT 25223 MILES, THIRD TRANSMISSION AT 27648 MILES, WHILE THE FIRST TWO TRANSMISSIONS FAILED ON LOCAL STREETS, THE THIRD DID NOT. WHEN THE THIRD TRANSMISSION FAILED I WAS TRAVELING ON A MAJOR HWY AND WAS ALMOST REAR ENDED BY A LARGE SUV. I WAS TRYING TO MOTOR UP TO THE NEXT EXIT WHEN I WAS LOSING SPEED FAST. THATS WHEN A LARGE SUV WAS SKIDDING BEHIND ME AND TRYING TO SWITCH LANES TO AVOID AN ACCIDENT. THIS SUV ALMOST SIDESWIPED THE VEHICLE ALONG SIDE AS WELL. THIS ALL HAPPENED IN MODERATE TRAFFIC CONDITIONS.*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Case Details

Case ID : N042002-09-1001896 Division : Honda - Auto Condition : Closed Open Date : 9/10/2002 4:05:57 PM
 Case Originator : Cathy Vidal Sub Division : Mediation Status : Closed Close Date : 10/26/2002 12:49:48
 Case Owner : Rodney Boncheste Method : Fax Queue : Days Open : 46
 Point of Origin : Customer Wipbln :
 Case Title : No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : PLACENTIA, CA
 E-Mail :
 Svc District / Site District :

Current Dealer Info :

Current Dealer No. / Name : 251264 / CANYON ACURA
 Phone No. : 714-777-3300
 Address : 8375 E. LAPALMA AVE
 City / State / Zip : ANAHEIM, CA 92808
 Svc District / Site District : 01C / B01
 Warranty Labor Rate / Date : \$68.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.
251064	TUSTIN ACURA		

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc.
N042002-09-1001896-1 / KATHLEEN LAMMENS -	Subcase Close	Product	Operation	218	Automatic Trans

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19UYA42471A028754
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4241FNW / B
 Miles / Hours : 18,500
 In Service Date : 5/19/01
 Months In Use : 16
 Engine Number : J32A1301111
 Originating Dealer No. / Name : 251385 / ACURA OF MISSION VIEJO
 Selling Dealer No. / Name : 251502 / WEIR CANYON ACURA
 Trim : 3.2 CL
 No. of Doors : 2
 Transmission Code : 5AT
 Exterior Color : WX
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : BBB Party 3 : Not Applicable
 Party 2 : C.R. Party 4 : Not Applicable

Issue Details

Issue ID : N042002-09-1001896-1	Type 1 : Product	Condition : Closed	Within :
Issue Originator : Cathy Vidal	Type 2 : Satisfaction	Status : Submittal Phase	Open Date : 9/10/02 4:15:59 PM
Issue Owner : Rodney Boudreau		Queue :	Close Date : 10/26/02 12:49:48 PM
Issue Title :			

Coding Info :

Labor Code / Desc : 215 / Automatic Trans

Condition Code Desc	Internal Fail 2152
Campaign Code / Desc	/
Involved Party :	BSH
Document Ref. #	AC00256269
Resolved Through :	Mediation
Decision In Favor Of :	Manufacturer
Resolutions :	Repaired/Warranty, Provided Information, Extended
NPS Number :	

Claim Auth Info :

VIN No :	Repair Order Date :
Dealer No. :	Expiration Date :
Claim No. :	Last Updated On :
Requested Amount :	Parts Amount : \$0.00
Reimbursement Amount :	Labor Amount : \$0.00
Maximum Claim Amount : \$0.00	
Error Codes :	

Check Req Info :

VIN Type / No. :	Delivery Date :
Engine Serial No. :	Status :
Check Requisition No. :	Cost Center :
Division :	Approval Date :
Contention Code :	Check No. :
Defect Code :	Check Date :
Category :	
Primary Amount : \$0.00	
Incidental Type 1 / Amount :	/ \$0.00
Incidental Type 2 / Amount :	/ \$0.00
Total Amount : \$0.00	
Payee Name :	
Payee Phone No. :	
Address :	
City / State / Zip :	

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case History

Case ID : N042002-09-1001896

Case Title :

*** CASE CREATE 9/10/02 4:09:57 PM, cvidal

Contact = Priority = N/A, Status = Solving.

*** NOTES 9/10/02 4:09:57 PM, cvidal, Action Type :

Rec'd CCF from BBB ACU0256269

CUSTOMER CONTENTION:

transmission spontaneously down shifted multiple times on freeway

RESOLUTION SOUGHT:

Customer wants refund of her deposit and to repurchase her vehicle

*** SUBCASE N042002-09-1001896-1 CREATE 9/10/02 4:15:59 PM, cvidal

Created in WIP Default with Due Date 9/10/2002 4:15:59 PM.

*** CASE MODIFY 9/10/02 4:16:44 PM, cvidal

into WIP default and Status of Solving.

*** SUBCASE N042002-09-1001896-1 MODIFY 9/10/02 4:17:11 PM, cvidal

into WIP default and Status of Solving.

*** SUBCASE N042002-09-1001896-1 ASSIGN 9/10/02 4:23:32 PM, cvidal

N042002-09-1001896-1 to tkitzman, WIP

*** SUBCASE N042002-09-1001896-1 RULE ACTION 9/10/02 4:23:33 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/10/02 4:24:14 PM, cvidal

into WIP default and Status of Solving.

*** NOTES 9/10/02 4:38:09 PM, cvidal, Action Type : Call to Dealer

Spoke with Service Manager, Eric and states that he does not have any R/O's in relation to customer's transmission problem.

*** NOTES 9/10/02 4:40:50 PM, cvidal, Action Type : Note-General

Advised Acura CR specialist to close his case. Specialist also provided a copy of goodwill letter that was sent to the customer in regards to extending her transmission coverage.

*** COMMIT 9/10/02 4:45:32 PM, cvidal, Action Type : N/A

*** CASE ASSIGN 9/10/02 4:47:59 PM, cvidal

N042002-09-1001896 to tkitzman, WIP OfcC

*** CASE RULE ACTION 9/10/02 4:47:59 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY COMMITMENT 9/10/02 4:57:08 PM, tkitzman

with due 09/12/2002 12:00:00 AM.

*** CASE ASSIGN 9/12/02 11:00:56 AM, tkitzman

N042002-09-1001896 to rboudrea, WIP

*** CASE RULE ACTION 9/12/02 11:00:58 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 9/16/02 4:35:23 PM, jpenhale, Action Type : Call from Customer

Case History

Case ID : N042002-09-1001896

Case Title :

Coordinated with Rodney in mediation.

I had contacted the customer prior to the mediation case being opened, and left message on customer's answering machine requesting a call back.

I had closed case N032002-09-1001907, due to this open case in mediation.

Customer then returned my call, and requested information.

Per mediation group, contact customer, and provide information, including the fact that we have received her BBB complaint, and that she will be contacted by our mediation group within 2 days. I verified with Rodney that two days was adequate for them to receive the ROs they were waiting for.

I will contact the customer, who is requesting an estimated repair date, and if it will be before 30 days.

*** NOTES 9/16/02 5:04:15 PM, jpenhale, Action Type : Call from Customer

I contacted customer, and informed her that she was 1st in line for the transmission replacement, and that the servicing dealer should have it by Friday 9/20.

(checked B/O trans order list, ETA is 9/17)

The customer then asked if someone from the dealership would contact her. I told her they may, and that I would follow up with the dealer.

Customer's concern is that the replacement tranny is fixed, that it won't do the same thing her previous one did (sudden downshift to 2nd on freeway).

I told her that there was an understanding about what the problem was, and that reman parts incorporate all latest changes, all wear items are replaced, and that the trans is fully tested to meet new transmission specifications.

I also told her that her complaint through the BBB had been received and that someone in the mediation group would be contacting her in 2 days as well.

*** NOTES 9/26/02 10:50:20 AM, rboudrea, Action Type : Call from Customer

Phoned dealer, Eric serv mgr.

verified that RO opened August 24th, 2002 for trans issue. They replaced trans and there were some problems with the replacement. They kept ticket open and replaced second trans last week. They closed ticket and customer picked up car on Sept 21, 2002 mileage at time of failure/repair 18,917. No other repairs or previous problems. Only other visits 7500 and 15000 miles service.

*** CASE MODIFY 9/26/02 10:51:44 AM, rboudrea

into WIP New Cases and Status of Solving.

*** CASE VSC LOOKUP 9/27/02 9:39:33 AM, rboudrea

VSC-CUC CHECK 09/27/2002 09:39:33 AM rboudrea

No data found for VIN.

*** NOTES 9/27/02 10:03:31 AM, rboudrea, Action Type : Call from Customer

Phoned customer and received experience and BBB case criteria.

Apologized for experience and explained BO situation and steps AHM has taken to resolve.

Advised customer that we understand how frustrating it can be to experience a major failure on a new vehicle and informed her that we are committed to her satisfaction; however, can not honor her request to repurchase her car at this time. I advised customer that her CR case manager provide her with additional coverage on the transmission replace to demonstrate Honda/Acura's commitment to her satisfaction and our confidence in the replacement/repair.

Customer states that she has view web and Acura typically provided 70-75,000 mile coverage for this type of repair and wondered why she was only offered

Case History

Case ID : N042002-09-1001896

Case Title :

50k. I again told customer the additional coverage on the transmission replace to demonstrate Honda/Acura's commitment to her satisfaction and our confidence in the replacement/repair the mileage was based on her case mileage at time of repair etc. I told each case is handled on a case by case basis and not knowing the particular I could not respond. I offered customer 6/75 acura care and customer said that she would consider depending on the coverage. I provided overview, but customer insisted upon outline being faxed. I advised customer that I would glad to do so; however, this offer is purely a GW gesture in the interest of customer satisfaction and will not alter AHM position in her case. The offer is to renew her confidence in AHM and our commitment to customer satisfaction.

Customer agreed to review faxed VSC outline and provide decision. If agreeable she will cancel BBB dispute.

Faxed VSC example on back of application.

*** CASE FULFILL 9/27/02 10:03:39 AM, rboudrea

Fulfilled for due 09/12/2002 12:00:00 AM.

*** COMMIT 9/27/02 10:03:43 AM, rboudrea, Action Type : N/A

*** CASE MODIFY 9/27/02 10:04:31 AM, rboudrea

into WIP Solving and Status of Solving.

*** NOTES 9/27/02 10:14:32 AM, rboudrea, Action Type : Call from Customer

Page 1 of 2

AMERICAN HONDA MOTOR CO., INC.
CONSUMER AFFAIRS

FACSIMILE

DATE: September 27, 2002

TO: []

FROM: [] Rodney Boudreaux

SUBJECT: [] ACURA CARE VEHICLE SERVICE CONTRACT OFFER

The following transmission contains an example copy of vehicle service contract offer we discussed this morning.

Thank you for providing the opportunity to review and address your concerns regarding the transmission repairs to your vehicle and American Honda's commitment to customer satisfaction. This is a goodwill offer, in the interest of customer satisfaction.

It is our sincere hope that you understand that American Honda has done everything possible to minimize your inconvenience and restore your confidence.

Should have any questions or need additional information, please feel free to contact me at (310) 781-5359 or FAX (310) 783-3029.

Case ID : N042002-09-1001896

Case Title :

Respectfully,
AMERICAN HONDA MOTOR CO., INC.

Rodney J. Boudreaux
Mediation Department

*** CASE MODIFY 9/27/02 10:14:35 AM, rboudrea
into WIP Solving and Status of Solving.

*** NOTES 9/27/02 10:29:00 AM, rboudrea, Action Type : Call from Customer
Sent Email updating BBB on case status.

*** CASE MODIFY 9/27/02 10:29:04 AM, rboudrea
into WIP Solving and Status of Solving.

*** NOTES 10/2/02 4:30:38 PM, cvidal, Action Type : Letter/Fax
Received settlement letter. The settlement is as follows:

You are currently reviewing the Acura Care policy offer made by AHM, to your 3.0 CL 2001. A decision should be made no later than October 15, 2002. Once a decision is reached, please contact us to updated your file.

*** CASE RULE ACTION 10/8/02 3:09:58 PM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 10/9/02 11:45:42 AM, jpenhale, Action Type : Call from Customer
Received VM from customer.

Her car is still not operating to customer's satisfaction, and she feels the transmission is not shifting properly (upshifts / downshifts) for no apparent reason. She is now complaining about a pulse feeling in the brakes. She is now stating that it "rides like crap". She feels that the car will fail again, and will inconvenience her again. She provided a case # of B012002-08-3000658 (a duplicate case, that was closed).

She wants to pursue "some other kind of resolution".

*** NOTES 10/14/02 10:31:25 AM, rboudrea, Action Type : Call from Customer
Phoned and spoke to Matthew Storm (serv tech/adv)

Vehicle repaired and operating as designed when picked up. Customer did state that she was not confident with vehicle and did not want it, and took it reluctantly.

I advised Matt of customer VM stating brake pulse issue, idle issue and Matt confirmed with dir CR & Serv Mgr and customer has not reported any new problems nor brought car in.

Phoned selling dealer and they have no record of problems.

*** NOTES 10/14/02 10:57:40 AM, rboudrea, Action Type : Call from Customer

Phoned customer and reviewed her current concerns. I asked customer if she has taken car to a dealer for inspection diagnosis and she said no.

Case ID : N042002-09-1001896

Case Title :

I told customer that we would recommend that she do so. I asked if problems were consistent for duplication by dealer or for her to demonstrate to them and she said that they would consider them normal.

I again recommended dealer visit and customer stated that she would wait a while a see if it get worst.

I told customer that she would need dealer inspection diagnosis for AHM consideration and without it our position would not change. I asked if she had the opportunity to review Acura Care information that I sent and she said "yes", but that it did not provide coverage offered by CR for 50K mile trans.

I explained that this info is an example and that offer AHM has made was restore confidence in Honda and its commitment to customer satisfaction and product backing. I told customer that offer if for a 6yr/75kmile Acura Care policy that not only provides additional trans coverage, but other components as well and includes roadside and rental assistance at no cost to her and is 0 deductible, which means that she would not have to pay anything for those items covered under the policy. Customer asked if she would have the opportunity to review and sign policy before accepting. I told customer that this is not a contractual agreement that this is a Goodwill offer/gift from AHM in the interest of customer satisfaction and provide confidence of coverage beyond normal warranty parameters. I told customer that it would go into our system within 48 hours and she would receive policy and information booklet in 5 to 10 business days. Customer accepted.

*** CASE MODIFY 10/14/02 10:57:42 AM, rboudrea
into WIP Solving and Status of Solving.

*** NOTES 10/14/02 11:45:16 AM, rboudrea, Action Type : Call from Customer
Submitted Acura Care application.....

*** CASE MODIFY 10/14/02 11:45:19 AM, rboudrea
into WIP Solving and Status of Solving.

*** NOTES 10/14/02 12:04:26 PM, rboudrea, Action Type : Call from Customer

ACU0256269

emailed BBB with AHM position and action for BBB review and follow-up

Hey Juan,

aft me a voice mail last week stating that she was experiencing new problems. I called her dealer and they have not heard from her. I called her this morning and she said that the dealer would not be able to duplicate the problems or consider them normal.

I recommended that she see dealer if she is experiencing any abnormalities, but she said that she would wait to see if it gets worst.

I explained that AHM could only consider problems verified by dealer and unless that are able to duplicate a current concern that our position in this matter would remain that her vehicle has been repaired and that there are no outstanding issues. Customer understands.

I advised customer that our settlement offer for a 6/75 Vehicle Service Contract was still on the table and this was a way for AHM to demonstrate our confidence in the product and our commitment to her. Customer accepted. I have already submitted the application and she should have coverage within 48 hours. The actual policy and manual will be mailed to her in 5-10 business days.

Case History

Case ID : N042002-09-1001896

Case Title :

Please advise when case status is confirmed

Thank you and have a good day

Rodney

*** CASE MODIFY 10/14/02 12:04:29 PM, rboudrea
into WIP Solving and Status of Solving.

*** CASE FULFILL 10/14/02 12:04:34 PM, rboudrea
Fulfilled for : Joe 10/02/2002 10:03:45 AM.

*** COMMIT 10/14/02 12:04:36 PM, rboudrea, Action Type : N/A

*** CASE MODIFY 10/14/02 12:05:05 PM, rboudrea
into WIP Solving and Status of Solving.

*** NOTES 10/16/02 7:53:28 AM, rboudrea, Action Type : Call from Customer
CONTRACT NO: VG00000256 VIN: 19UYA42471A028754

CUSTOMER INFORMATION

PLACENTIA CA

PLAN INFORMATION

PLAN CODE : B67 NEW DESC: (NEW) PREMIUM 6YRS 75K \$0 DED
DEDUCTIBLE: 0.00

ROADSIDE : Y

MODEL INFORMATION

VEH MAKE : ACURA YEAR: 01 SERIES: 3.2CL 2DR ID: YA4241FNW

CONTRACT INFORMATION

SELLING DLR : 111111 AMERICAN HONDA MOTOR COMPANY

DEALER PHONE : (800) 999 - 5901 700 VAN NESS BLVD.

SALES PERSON : TORRANCE CA 90509-2295

PURCH PRICE : 0.00 VSC EFF DT: 10/14/2002 EFF MILES: 18917

CUST RFND AMT: 0.00 1ST USE DT: 05/19/2001 EXP MILES: 75000

DEALER NET : 610.00 EXP DATE : 05/18/2007 TRANSMITL: 10/16/2002

DEALER ADJMT: 0.00 CANC DATE : ACCEPT DT: 10/16/2002

CNTR STATUS : ACTIVE CANC RSN : LAST UPDT: 10/16/02

EXCPTN/ SCHRG: 0.00 EBC SCHRG: 0.00 INACT DT :

*** CASE MODIFY 10/16/02 7:53:31 AM, rboudrea
into WIP Solving and Status of Solving.

*** CASE RULE ACTION 10/22/02 3:09:57 PM, sa
Action owners super - 45 days of rule Case Closure fired

*** NOTES 10/26/02 12:47:47 PM, rboudrea, Action Type : Call from Customer
Checked BBB status. Case closed 9/27/02

*** CASE MODIFY 10/26/02 12:47:51 PM, rboudrea
into WIP Solving and Status of Solving.

*** SUBCASE N042002-09-1001896-1 YANKED 10/26/02 12:48:26 PM, rboudrea

Case History

Case ID : N042002-09-1001896

Case Title :

Yanked by rboudrea into WIPbin New Cases.

*** SUBCASE N042002-09-1001896-1 MODIFY 10/26/02 12:48:47 PM, rboudrea
into WIP New Cases and Status of Solving.*** SUBCASE N042002-09-1001896-1 CLOSE 10/26/02 12:49:48 PM, rboudrea
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/26/02 12:49:48 PM, rboudrea

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : 8012002-08-2801399 Division : Acura - Auto Condition : Closed Open Date : 8/28/2002 3:50:38 PM
 Case Originator : Kathleen Mimm Sub Division : Customer Relations Status : Closed Close Date : 9/10/2002 4:08:11 PM
 Case Owner : Jason Cox Method : Phone Queue : Days Open : 13
 Point of Origin : Customer Wipbin :
 Case Title : No. of Attachments : 0

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : PLACENTIA, CA
 E Mail :
 Svc District / Sls District :

Product Info :

Unit Owner :
 VIN Type / No. : US VTN / 19UYA42471A028754
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4241FNW / B
 Miles / Hours : 18,898
 In Service Date : 5/19/01
 Months In Use : 15
 Engine Number : J32A13011111
 Originating Dealer No. / Name : 251385 / ACURA OF MISSION VIEJO
 Selling Dealer No. / Name : 251502 / WEIR CANYON ACURA
 Trim : 3.2 CL
 No. of Doors : 2
 Transmission Code : 5AT
 Exterior Color : WK
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

Current Dealer Info :

Current Dealer No. / Name : 251064 / TUSTIN ACURA
 Phone No. : 714-669-9900
 Address : 9 AUTO CENTER DRIVE
 City / State / Zip : TUSTIN, CA 92782
 Svc District / Sls District : 01D / B01
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc	NPS
8012002-08-2801399-1 / KATHLEEN LAMMENS -	Subcase Close	Product	Operation	218	Automatic Trans	

Case Detail Report

Case No. : 00340099

Issue Details

Issue ID : 0012002-02-2201399-1

Type 1 : Product

Condition : Closed

Wipbin :

Issue Originator : Jason Cox

Type 2 : Operation

Status : Subcase Close

Open Date : 8/29/02 4:29:04 PM

Issue Owner : Jason Cox

Queue :

Close Date : 9/10/02 4:28:08 PM

Issue Title :

Coding Info :

Letter Code / Desc : 215 / Automatic Trans

Condition Code Desc : Internal Fail 2152

Campaign Code / Desc : /

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions : Under Investigation

NPS Number :

Claim Auth Info :

VIN No. :

Dealer No. :

Claim No. :

Requested Amount :

Reimbursement Amount :

Maximum Claim Amount : \$0.00

Error Codes :

Repair Order Date :

Expiration Date :

Last Updated On :

Parts Amount : \$0.00

Labor Amount : \$0.00

Solution / Linked Resolution Info :

Solution ID : Resolution Title

Solution Title :

Claim Auth Notes :

Check Req Info :

VIN Type / No. :

Engine Serial No. :

Check Requisition No. :

Division :

Contention Code :

Defect Code :

Category :

Primary Amount : \$0.00

Incidental Type 1 / Amount :

Delivery Date :

Status :

Cost Center :

Approval Date :

Check No. :

Check Date :

Incidental Type 2 / Amount :

/ \$0.00

Total Amount : \$0.00

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : B012002-08-2801399

Case Title :

*** CASE CREATE 8/28/02 3:50:38 PM, mmims

Contact = ? priority = N/A, Status = Solving.

*** NOTES 8/28/02 3:50:39 PM, mmims, Action Type :

The client states she does not have her VIN. The client states the car is at Tustin Acura and will need a new transmission. The client states that she is concerned that once the transmission gets replaced it may fail again. The client is requesting an extended warranty on the transmission.

*** NOTES 8/28/02 3:51:43 PM, mmims, Action Type : Call from Customer

I informed the client that I will have a case manager review her request for an extended warranty. Advised client a case manager will follow up with her in 2-3 business days.

*** CASE MODIFY 8/28/02 3:52:43 PM, mmims

into WIP default and Status of Solving.

*** CASE ASSIGN 8/28/02 3:52:49 PM, mmims

B012002-08-2801399 to jcox, WIP -28 13:03:48

*** CASE RULE ACTION 8/28/02 3:52:50 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE B012002-08-2801399-1 CREATE 8/29/02 4:39:04 PM, jcox

Created in WIP Default with Due Date 8/29/2002 4:39:04 PM.

*** COMMIT 8/29/02 4:39:27 PM, jcox, Action Type : N/A

*** CASE MODIFY 8/29/02 4:40:16 PM, jcox

into WIP default and Status of Solving.

*** CASE MODIFY 8/29/02 4:40:27 PM, jcox

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 8/30/02 11:17:27 AM, jcox

with uc 08/30/02 01:45:00 PM.

*** NOTES 8/30/02 11:24:06 AM, jcox, Action Type : Call from Customer

***NOTES LOG 08/30/02 10:41:53 AM mpenderg

Client states she spoke with Makeba on 8/28 on 3:40pm. Client states Makeba advised her that she would open case and have a case manager get back to her.

Client states transmission went out and it was towed last Friday, 8/23. Client states the vehicle was towed to Tustin Acura. Client states the vehicle spontaneously downshifts into second gear. Client states she knows this is a wide spread problem. Client states she is requesting an extended warranty on the replacement transmission that the dealership is going to install.

*** NOTES 08/30/2002 10:49:14 mpenderg Action Type: Call from Customer

Apologized to client for not having had her concerns documented. Advised client I would document her concerns today and forward them on for review by a case manager. Advised client there is a holiday next Monday and our office will be closed. Advised client she should receive a phone call no later than next Thursday. Client understood.

Case History

Case ID : B012002-08-2801399

Case Title :

- *** CASE MODIFY 8/30/02 11:24:45 AM, jcox
into WIP District 1D and Status of Solving.
- *** CASE MODIFY 8/30/02 11:24:56 AM, jcox
into WIP District 1D and Status of Solving.
- *** CASE MODIFY 8/30/02 11:24:58 AM, jcox
into WIP District 1D and Status of Solving.
- *** CASE MODIFY 8/30/02 11:27:37 AM, jcox
into WIP District 1D and Status of Solving.
- *** CASE MODIFY 8/30/02 11:29:03 AM, jcox
into WIP District 1D and Status of Solving.
- *** CASE MODIFY COMMITMENT 8/30/02 2:52:57 PM, jcox
with due 09/03/02 08:30:00 AM.
- *** CASE MODIFY COMMITMENT 9/3/02 9:10:49 AM, jcox
AMPAIGN TEMPLATE CHECK 09/03/02 09:10:48 AM jcox The following Campaign Template information was found 02-014A; 97-99 IGNI02-014B;
97-99 IGNI .
- *** NOTES 9/3/02 9:12:13 AM, jcox, Action Type : Call to Dealer
Spoke to Eric in service. Eric says the transmission is on backorder and is 27th on the list with no ETA.
- *** NOTES 9/3/02 9:17:54 AM, jcox, Action Type : Note-General
Backorder list currently shows the transmission is 22nd on the list with no ETA.
- *** CASE FULFILL 9/3/02 9:18:02 AM, jcox
Fulfilled for due 09/03/02 08:30:00 AM.
- *** COMMIT 9/3/02 9:18:05 AM, jcox, Action Type : N/A
- *** CASE MODIFY 9/3/02 9:18:36 AM, jcox
into WIP District 1D and Status of Solving.
- *** CASE MODIFY 9/5/02 9:34:41 AM, jcox
into WIP District 1D and Status of Solving.
- *** CASE MODIFY 9/5/02 9:42:49 AM, jcox
into WIP District 1D and Status of Solving.
- *** NOTES 9/5/02 9:52:49 AM, jcox, Action Type : Call from Customer
Spoke to client. Client expressed her frustration with the transmission failing on the vehicle. Client states she has read about other Acura owners having
this same problem and they have received an extended warranty. I advised client I would be willing to give her an extended warranty on her transmission that
would extend a full 50,000 miles from the current mileage on her vehicle. Client states this would be acceptable. I advised client I would fax the letter
and send a hard copy in the mail.
- *** NOTES 9/5/02 9:53:19 AM, jcox, Action Type : Call to Dealer
Spoke to Eric in service. Verified mileage on vehicle. Eric said he is still waiting on a transmission for the vehicle.
- *** NOTES 9/5/02 9:53:46 AM, jcox, Action Type : Letter/Fax
Sent and faxed the following letter:

Case History

Case ID : B012002-08-2801399

Case Title :

September 5, 2002

REF: 19UYA424/1A028754
Original in Service Date 05/19/01
Current mileage: 18,898

Dear :

This letter will address the concerns you have with the transmission on your 2001 Acura 3.2 CL.

Based on our review of this situation, and as a gesture of goodwill, Acura has agreed to extend coverage of the transmission on the above referenced vehicle against manufacturing defects in materials or workmanship. This additional goodwill coverage will extend to 68,898 miles, which is 50,000 miles from above listed mileage on your vehicle. This extended coverage is provided to you only and is not transferable to subsequent owners. This coverage does not include Acura Roadside Assistance.

NOTE: This extended coverage is subject to the same terms and limitations as your new car limited warranty. The owner's manual provides a specific maintenance schedule, which must be performed in order to maintain coverage. Please read the manual carefully to insure your compliance and keep copies of all your repair and service receipts.

While we do not anticipate any future problems with your vehicle, please keep a copy of this letter for reference should you have a problem while traveling. In the event of a needed repair, present this letter to the Service Manager at any authorized Acura dealership for coverage. If you have any questions, please feel free to call our office at 1-800-382-2238.

Sincerely,

SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Jason Cox
Acura Client Services

*** CASE FULFILL 9/5/02 9:54:19 AM, jcox
Fulfilled for due 09/03/02 02:00:00 PM.

*** COMMIT 9/5/02 9:54:21 AM, jcox, Action Type : N/A

*** CASE MODIFY 9/5/02 9:54:37 AM, jcox
into WIP District 1D and Status of Solving.

Case History

Case ID : B012002-08-2801399

Case Title :

*** NOTES 9/10/02 9:00:20 AM, jcox, Action Type : Call to Dealer

Eric in service says they still haven't received the transmission and there is no ETA.

*** CASE FULFILL 9/10/02 9:25:02 AM, jcox

Fulfilled for as 09/10/02 08:45:00 AM.

*** COMMIT 9/10/02 9:25:05 AM, jcox, Action Type : N/A

*** CASE MODIFY 9/10/02 9:25:23 AM, jcox

into WIP District 1D and Status of Solving.

*** NOTES 9/10/02 4:06:50 PM, jcox, Action Type : Note-General

Kathy from the mediation group called and said the client has filed a claim through the BBB. Kathy requested closing the case and they will open a new case in mediation.

*** NOTES 9/10/02 4:07:46 PM, jcox, Action Type : Note-Resolution

Documented concern...under investigation by mediation...closing case.

*** SUBCASE B012002-08-2801399-1 CLOSE 9/10/02 4:08:08 PM, jcox

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/10/02 4:08:11 PM, jcox

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 9/25/02 2:50:39 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 10/9/02 2:50:38 PM, sa

Action owners supvr - 45 days of rule Case Closure fired

Attachment Q2-F

COPY
GEORGIA
FULTON COUNTY

STATE COURT OF FULTON COUNTY
(Civil Division)

DO NOT WRITE IN THIS SPACE

FILED IN OFFICE

2002 JAN 31 PM 4:33

STEPHEN R. SEARCY
CLERK, STATE COURT OF
FULTON COUNTY, GEORGIA

Atlanta, GA 30305
(Plaintiff's Name and Address)

vs.

American Honda Motor Co, Inc.
5 Flynn Avenue
Brunswick, GA 31520
(Defendant's Name and Address)

TYPE OF SUIT	AMOUNT OF SUIT
<input type="checkbox"/> Account	Principal \$
<input type="checkbox"/> Contract	Interest \$
<input type="checkbox"/> Note	Atty. Fees \$
<input type="checkbox"/> Tort	Ct. Costs \$
<input type="checkbox"/> Trover	
<input type="checkbox"/> Special Lien	
<input type="checkbox"/> Foreign Judgment	
<input type="checkbox"/> Personal Injury	

SUMMONS

TO THE ABOVE NAMED-DEFENDANT:

You are hereby required to file with the Clerk of said court and to serve a copy on the Plaintiff's Attorney, or on Plaintiff if no Attorney, to-wit:

Acct. Joint
(Name)
455 E. Paces Ferry Rd NE Suite 218
(Address)
Atlanta, GA 30305 (404) 819-4280
(Phone No.)

an answer to the complaint which is herewith served on you, within (30) days after service on you, exclusive of the day of service. If you fail to do so, judgment by default will be taken against you for the relief demanded in the complaint, plus cost of this action.

This 1/31/02

Deputy Clerk

DEFENSE MAY BE MADE, AND JURY TRIAL DEMANDED, if desired, in the Clerk's Office at 70100, 185 Central Avenue, SW, (Between MLK, Jr. Drive and Mitchell Street), Atlanta, Georgia 30303.

If the sum claimed in the suit, or value of the property sued for, is \$300.00 or more Principal, the defendant must admit or deny the paragraphs of plaintiff's petition by making written Answer. Such paragraphs undenied will be taken as true. If the plaintiff's petition is sworn to, or if suit is based on an unconditional contract in writing, then the DEFENDANT'S ANSWER MUST BE SWORN TO.

If the principal sum claimed in the suit, or value of the property sued for, is less than \$300.00 and is on a note, unconditional contract, account sworn to, or the petition sworn to, defense must be made by filing a sworn Answer setting up the facts relied on as a defense.

SERVED: This _____ day of _____, 19____.

DEPUTY MARSHAL STATE COURT OF FULTON COUNTY

(Staple to front of SERVICE COPY of complaint)

IN THE STATE COURT OF FULTON COUNTY
STATE OF GEORGIA

FILED IN OFFICE
2002 JAN 31 PM 4:33
STEPHEN L. SEARCY
CLERK, STATE COURT OF
FULTON COUNTY, GEORGIA

Plaintiff,

vs.

AMERICAN HONDA MOTOR CO., INC.,

Defendant.

Civil Action No.

TRIAL JURY DEMAND

COMPLAINT

COMES NOW Plaintiff in the above-styled action, by and through the undersigned attorneys, and files this complaint against Defendants, AMERICAN HONDA MOTOR CO., INC., and shows this honorable Court the following:

PARTIES, JURISDICTION & VENUE

1. Plaintiff hereafter "Plaintiff", are individuals who at all times relevant hereto resided in the State of Georgia.
2. Defendant, AMERICAN HONDA MOTOR CO., INC. (hereafter "Manufacturer"), is a foreign corporation authorized to do business in the State of Georgia, and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships. Manufacturer may be served through its registered agent: RICHARD A. BROWN, 5 Glynn Avenue, Brunswick, Georgia 31520.
3. Manufacturer is subject to the jurisdiction of this Court. Venue is proper in FULTON County, Plaintiff's residential county.

BACKGROUND

4. On or about June 11, 2001, Plaintiff purchased or leased from Seller a 2001 Acura 3.2CL Type S (hereafter "Vehicle"), manufactured and/or distributed by Manufacturer, Vehicle Identification Number 19UYA42771A020440, for valuable consideration.

5. On information and belief first, the price of the Vehicle, including registration charges, document fees and sales tax, but excluding other collateral charges, such as bank and finance charges, totaled more than \$28,000.00.

6. Plaintiff avers that as a result of ineffective repair attempts made by Manufacturer and/or its agent(s), the Vehicle cannot be utilized for personal, family and household use as was intended by Plaintiff at the time of its acquisition.

7. In consideration for the purchase of the Vehicle, Manufacturer issued and supplied to Plaintiff its written warranty which included three year (3) or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as other warranties fully outlined in the Manufacturer's New Car Warranty booklet.

8. On or about June 11, 2001, Plaintiff took possession of the Vehicle and shortly thereafter experienced the various defects listed below which substantially impair the use, value and/or safety of the Vehicle.

9. The defects described below violate the Manufacturer's warranty issued to Plaintiff, as well as the implied warranty of merchantability.

10. Plaintiff delivered the Vehicle to Manufacturer, through its authorized dealership network, on numerous occasions.

11. Plaintiff avers that the Vehicle has been subject to repair on at least three (3) occasions for the same defect, and that the defect remains uncorrected.

12. Plaintiff has brought the Vehicle to Seller and/or an authorized service dealer of Manufacturer for attempted repairs to various defects and nonconformities, including but not limited to:

- a. Transmission Defect;
- b. Brake Defect; and
- c. Leaking Defect.

13. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the Vehicle.

14. After a reasonable number of attempts to cure the defects in Plaintiff's Vehicle, Manufacturer was unable and/or failed to repair the defects, as provided in Manufacturer's warranty.

15. Plaintiff justifiably lost confidence in the Vehicle's safety and reliability, and said defects have substantially impaired the value of the Vehicle to Plaintiff.

16. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the Vehicle.

17. As a result of these defects, Plaintiff revoked acceptance of the Vehicle in writing.

18. At the time of revocation, the Vehicle was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

19. Defendant refused Plaintiff's demand for revocation and refused to provide Plaintiff with the remedies to which Plaintiff is entitled upon revocation.

20. The Vehicle remains in a defective and unmerchantable condition, and continues to exhibit some or all of the above-mentioned defects that substantially impair its use, value and/or safety.

21. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton and negligent failure to comply with the provisions of its express warranty and its failure to provide Plaintiff with a merchantable Vehicle.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

22. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1 through 21 of this complaint.

23. Plaintiff is a purchaser of a consumer product who received the Vehicle during the duration of a written warranty period applicable to the Vehicle and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

24. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiff.

25. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

26. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the Vehicle was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

27. Plaintiff's purchase of the Vehicle was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Vehicle to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the Vehicle in the event that the Vehicle failed to meet the specifications set forth in Manufacturer's Warranty.

28. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the Vehicle to Plaintiff.

29. Said purchase of Plaintiff's Vehicle was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

30. Plaintiff has met all obligations and preconditions as provided in Manufacturer's written warranty.

31. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

32. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Return of all monies paid, diminution in value of the vehicle, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

33. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1 through 32 of this complaint.

34. The Vehicle purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. §2301(7) running from the Manufacturer to the intended

consumer, Plaintiff herein.

35. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly available to Plaintiff.

36. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.

37. Pursuant to 15 U.S.C. §2308, Plaintiff's Vehicle was impliedly warranted to be substantially free of defects in both material and workmanship, and thereby fit for the ordinary purpose for which the Vehicle was intended.

38. The Vehicle was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the Vehicle contained in the contracts and labels.

39. The above described defects in the Vehicle render the Vehicle unmerchantable and thereby not fit for the ordinary and essential purpose for which the Vehicle was intended and as represented by Manufacturer.

40. As a result of the breaches of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the Vehicle.

41. As a result of the breaches of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Return of all monies paid, diminution in value of the vehicle, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other

- c. fees incurred; and
Such other and further relief that the Court deems just and appropriate.

COUNT III
REVOCAION OF ACCEPTANCE PURSUANT TO SECTION 2310(d)
OF THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

42. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1 through 41 of this complaint.

43. Manufacturer's tender of the Vehicle was substantially impaired to Plaintiff.

44. Manufacturer's tender of the Vehicle, which was substantially impaired to Plaintiff, constitutes a violation of 15 U.S.C. §2310(d).

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Return of all monies paid, satisfaction of all liens, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

Pursuant to O.C.G.A. 15-12-122(c)(2), Plaintiff requests that the present case be tried by a jury of twelve.

Submitted this 29 day of January 2002.



E. Scott Fortas, Esq.
Georgia Bar No. 269980

Attorney for Plaintiff
KROHN & MOSS
120 W. Madison Street
10th Floor
Chicago, IL 60602
(312) 578-9428

Tech Line Contact Report

TL Ref #: 1012489	Created By: JAMESV	Date Created: 12/17/2001	Last Edited By: JAMESV	# of Edits: 2
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Code: Original Complaint:

2510 BUCKS, FLARES IN 5TH SELF DSHFT

Probable Cause; Solution:

REMAN A/T ORDERED 12/17/01

Alt Codes:

Status:

KB Source:

Title/Subject:

Mileage: 31575

<p>Dealer #: 251022</p> <p>Dir Cont: KEITH TZ: 3</p> <p>Serv Ph: (770) 452-8800</p> <p>Serv Mgr: LARRY DINO</p> <p>Dir Name: ED VOYLES ACURA</p> <p>5700 PEACHTREE IND. BL</p> <p>CHAMBLEE, GA 30341-1916</p> <p>Phone: 770-452-8800 Fax #: (878) 597-3137</p> <p>DSM Name: MICHAEL WOODEN Zone/Dist: 04 / C</p> <p>Phone: (310) 781-6799 - 15881</p>	<p>VIN: 19UYA42771A020440 Err:</p> <p>Year: 2001 Model: 3.2CL</p> <p>Tran: 5AT Trim/Grade: TYP9NAV</p> <p>Doors: 2DR WD: 2</p> <p>Fact: MARYSVILL Country: USA</p> <p>Desc: 3.2CL 2DR TYPE S NAVI 6CYL 260.0HP 3.2L</p> <p>Acc: P/S, S/R, SRS AIR BAGS, LEATHER, USA</p> <p>Engine #: Trans#:</p> <p>Em Type:</p> <p>W.O.#: Parts Req #:</p>
--	---

Tech Line Suggests

Information from Dealer

12/17/01 09:33:19 JAMESV:----->REMAN A/T ORDERED 12/17/01

----->STICKS IN 3RD, CLUNKS

12/17/01 09:33:34 JAMESV:----(call back)---->KEITH SVC.

SYMPTOMS?----->I HAVE NO IDEA WHAT CAR YOU ARE TALKING ABOUT.

12/17/01 09:52:03 JAMESV:----(call back)---->DAVID PARTS

WHO IS THE TECH ON THIS VEHICLE?----->I'LL TRANSFER YOU TO KEVIN L. S/A

LEFT MESSAGE FOR CB.

12/17/01 10:11:59 JAMESV:----->KEVIN SVC.

SYMPTOMS?----->IN 5TH GEAR IT WILL SLIPS OUT OF GEAR. THE

----->RPM'S REV UP AND IT WILL BANG BACK INTO GEAR.

----->ALSO CRUISING AT HWY SPEEDS IT WILL DOWNSHIFT.

----->SUDDENLY AND LOCK UP THE FRONT TIRES.

CODES?----->NO

*****RPO INPUT DATA FORM FOR SHIFTING PROBLEM*****

- 1.) DID THE CHECK ENGINE LIGHT COME ON?----->NO
- IF SO, WHAT WAS THE CODE?----->
- 2.) WERE YOU ABLE TO REPEAT THE CODE?----->
- 3.) WAS THE ECU REPLACED?----->NO
- 4.) WERE ANY SOLENOIDS REPLACED?----->NO
- 5.) WHAT WAS THE VEHICLE TEMP. AT TIME OF
- PROBLEM?----->NORMAL OP
- 6.) WAS THE PROBLEM STATIC (NOT MOVING) OR
- DYNAMIC (MOVING) CONDITION OR BOTH?----->MOVING
- 7.) WHAT WAS THE SHIFT LEVER POSITION?----->D5
- 8.) WHAT WAS THE THROTTLE OPENING AT TIME OF
- PROBLEM?----->HEAVY
- 9.) GENERAL COMMENTS/INFORMATION?----->BUCKS BETWEEN 20-40, FREE REVS IN 5TH BANGS
- >INTO GEAR. SELF D-SHIFT.

Case Detail Report

Run Date: 01/14/2005

Case Details

Case ID : B012002-01-0201012
 Case Originator : John DiGrazia
 Case Owner : Julie Lifosjoe
 Case Title : ATTORNEY - LEAK - KROHN & MOSS

Division : Acura - Auto
 Sub Division : Customer Relations
 Method : Mail
 Point of Origin : Lawyer
 Condition : Closed
 Status : Closed
 Queue :
 Wipbin :
 No. of Attachments : 0

Open Date : 1/2/2002 2:34:59 PM
 Close Date : 2/28/2002 8:23:02 AM
 Days Open : 57

Site / Contact Info :

Site Name :
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : OBERLIN, OH
 E Mail :
 Svc District / Sls District :

Current Dealer Info :

Current Dealer No. / Name : 251022 / ED VOYLES ACURA
 Phone No. : 770-452-8800
 Address : 5700 PEACHTREE IND. BL
 City / State / Zip : CHAMBLEE, GA 30341
 Svc District / Sls District : 04C / B04
 Warranty Labor Rate / Date : \$78.00 /
 Agent Name :

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Review Ind.
251334	BILL VINCE'S BRIDGEWATER		
251005	HENDRICK ACURA		

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	
B012002-01-0201012-1 /	PRODU	Subcase Close	Product	Operation	600
B012002-01-0201012-2	- PRODU	Subcase Close	Product	Operation	218
					Air Conditioner
					Automatic Trans

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 19CPCA4271EAD20440
 Model / Year : 3.2CL / 2001
 Model ID / Product Line : YA4271FNW / B
 Miles / Hours : 31,575
 In Service Date : 9/30/00
 Months In Use : 16
 Engine Number : J32A21013822
 Originating Dealer No. / Name : 251334 / BILL VINCE'S BRIDGEWATER
 Selling Dealer No. / Name : 251334 / BILL VINCE'S BRIDGEWATER
 Trim : TYPSSNAV
 No. of Doors : 2
 Transmission Code : SAT
 Exterior Color : SL
 Roadside Service Coverage :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 Extended Warranty Contract No. :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :
 Terms (Miles / Months) :

3rd Party Info :

Party 1 : Attorney
 Party 2 : Not Applicable
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Case Detail Report

Print Date: 01/13/2003

Issue Details

Issue ID : B012002-01-0201012-1
 Issue Originator : Julie Lifosjoe
 Issue Owner : Julie Lifosjoe
 Issue Title : PRODUCT - OPERATION

Type 1 : Product
 Type 2 : Operation

Condition : Closed
 Status : Subcase Close
 Queue :

Within :
 Open Date : 2/11/02 6:28:31 AM
 Close Date : 2/26/02 9:13:02 AM

Coding Info :

Error Code / Desc : 890 / All Components

Condition Code Desc : Code 600X
 Campaign Code / Desc :
 Involved Party :
 Document Ref. # :
 Resolved Through :
 Decision In Favor Of :
 Resolutions : Forward to HNA Law,
 NPS Number :

Claim Auth Info :

VIN No. :
 Dealer No. :
 Claim No. :
 Requested Amount :
 Reimbursement Amount :
 Maximum Claim Amount : \$0.00
 Error Codes :

Repair Order Date :
 Expiration Date :
 Last Updated On :
 Parts Amount : \$0.00
 Labor Amount : \$0.00

Check Req Info :

VIN Type / No. :
 Engine Serial No. :
 Check Requisition No. :
 Division :
 Contention Code :
 Defect Code :
 Category :
 Primary Amount : \$0.00
 Incidental Type 1 / Amount : / \$0.00
 Incidental Type 2 / Amount : / \$0.00
 Total Amount : \$0.00
 Payee Name :
 Payee Phone No. :
 Address :
 City / State / Zip :

Delivery Date :
 Status :
 Cost Center :
 Approval Date :
 Check No. :
 Check Date :

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Claim Auth Notes :

Case Detail Report

Date: 2/23/02

Issue Details

Issue ID : B012002-01-0201012-2

Type 1 : Product

Condition : Closed

Wipbin :

Issue Originator : Julie Lifosjoe

Type 2 : Operation

Status : Subcase Close

Open Date : 2/23/02 9:14:42 AM

Issue Owner : Julie Lifosjoe

Queue :

Close Date : 2/23/02 9:15:06 AM

Issue Title :

PRODUCT OPERATION

Coding Info :

Check Req Info :

Labor Code / Desc : 212 / Automatic Trans

VIN Type / No. :

Engine Serial No. :

Delivery Date :

Check Requisition No. :

Status :

Division :

Cost Center :

Contention Code :

Approval Date :

Defect Code :

Check No. :

Category :

Check Date :

Primary Amount :

Incidental Type 1 / Amount :

Incidental Type 2 / Amount :

Total Amount :

Payee Name :

Payee Phone No. :

Address :

City / State / Zip :

Condition Code Desc

Start Quality 2120

Campaign Code / Desc :

Involved Party :

Document Ref. # :

Resolved Through :

Decision In Favor Of :

Resolutions :

Forward to HINA Law ,

NPS Number :

Claim Auth Info :

VIN No. :

Repair Order Date :

Dealer No. :

Expiration Date :

Claim No. :

Last Updated On :

Requested Amount :

Parts Amount :

Reimbursement Amount :

Labor Amount :

Maximum Claim Amount

Error Codes :

Solution / Linked Resolution Info :

Solution ID :

Resolution Title :

Solution Title :

Parts Info :

Part No.

Part Description

BO Reason

Claim Auth Notes :

Case History

Case ID : B012002-01-0201012

Case Title

ATTORNEY - LEAK - KROHN & MOSS

*** NOTES 1/2/02 2:34:59 PM, jdigrizi, Action Type :

Received letter from Krohn & Moss, Ltd.
120 West Madison, 10th Floor
Chicago, Illinois 60602

Letter is requesting American Honda to direct all correspondence to their office.

*** CASE CREATE 1/2/02 2:34:59 PM, jdigrizi

Contact : _____, Priority = N/A, Status = Solving.

*** CASE MODIFY 1/2/02 2:37:52 PM, jdigrizi

into WIP DEFAULT and Status of Solving.

*** CASE ASSIGN 1/2/02 2:38:02 PM, jdigrizi

B012002-01-0201012 to jlifosjo, WIP

*** CASE RULE ACTION 1/2/02 2:38:03 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 1/4/02 12:42:58 PM, jdigrizi, Action Type : Call to Dealer

I called the following

*** NOTES 1/4/02 12:44:55 PM, jdigrizi, Action Type : Call to Dealer

I called the following dealers for repair orders.
251334
251005

*** NOTES 1/4/02 1:57:56 PM, jdigrizi, Action Type : Note-Technical

Received techline report.

*** CASE RULE ACTION 1/30/02 2:34:59 PM, sa

Action owner - 30 days of rule Case Closure fired

*** COMMIT 2/5/02 7:28:40 AM, jlifosjo, Action Type : N/A

*** CASE MODIFY 2/5/02 7:29:02 AM, jlifosjo

into WIP PRIORITY CASES and Status of Solving.

*** CASE MODIFY 2/5/02 7:29:18 AM, jlifosjo

into WIP PRIORITY CASES and Status of Solving.

*** SUBCASE B012002-01-0201012-1 CREATE 2/11/02 6:28:31 AM, jlifosjo

Created in WIP Default with Due Date 2/11/2002 6:28:31 AM.

*** CASE MODIFY 2/11/02 6:28:35 AM, jlifosjo

into WIP Attorney/Legal Cases and Status of Solving.

*** CASE RULE ACTION 2/13/02 2:34:59 PM, sa

Action owners super - 45 days of rule Case Closure fired

*** CASE MODIFY COMMITMENT 2/14/02 7:02:37 AM, jlifosjo

with due 02/15/02 12:00:00 AM.

Case History

Case ID : B012002-01-0201012

Case Title

ATTORNEY - LEAK - KROHN & MOSS

*** SUBCASE B012002-01-0201012-2 CREATE 2/28/02 9:14:42 AM, jlifosjo

Created in WIP Default with Due Date 2/28/2002 9:14:42 AM.

*** SUBCASE B012002-01-0201012-1 CLOSE 2/28/02 9:15:02 AM, jlifosjo

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE B012002-01-0201012-2 CLOSE 2/28/02 9:15:06 AM, jlifosjo

Status = Solving, Resolution Code = Instruction Given

*** NOTES 2/28/02 9:22:11 AM, jlifosjo, Action Type : Note-General

Attorney letter was dated 10/26/01 with 14 days to respond. Mediation did not receive this letter until January 2002. Contacted HNA Law and verified a lawsuit has already been filed against AHM. Closed case in Mediation.

*** CASE MODIFY 2/28/02 9:22:13 AM, jlifosjo

into WIP MEDIUM and Status of Solving.

*** CASE MODIFY 2/28/02 9:22:31 AM, jlifosjo

into WIP MEDIUM and Status of Solving.

*** CASE MODIFY 2/28/02 9:22:44 AM, jlifosjo

into WIP MEDIUM and Status of Solving.

*** CASE FULFILL 2/28/02 9:22:58 AM, jlifosjo

Fulfilled for hnc 02/15/02 12:00:00 AM.

*** CASE CLOSE 2/28/02 9:23:02 AM, jlifosjo

Status = Closed, Resolution Code = Instruction Given, State = Open

Attachment Q5

Transmission/Driveline

Pops out of 2nd gear after crankshaft replacement 10/02

2002-2003 RSX

When installing a new crankshaft or short block, be sure to install a new pilot bushing crankshaft. Without a pilot bushing, the mainshaft is not unsupported so the transmits chatter or exhibit other symptoms. (Brent Martinez, Acura of Modesto)

Erratic shifting, slipping, flare at upshifts, won't move 5/02

2001-2002 3.2CL, 2000-2002 3.2TL

The roughness of the 3rd clutch steel plates is prematurely wearing the 3rd clutch disk in production and requires a remanufactured transmission.

ATF leak at axle seals, roaring noise, erratic shifting 5/02

2001-2002 3.2CL, 1999-2002 3.2TL

An ATF leak at the axle seals, a roaring noise or erratic shifting can be caused by wear which require transmission replacement. When the differential carrier bearings get damaged

ATF Leak – If the differential carrier moves around, the axles can exceed the range of

Erratic shifting – Contamination from the damaged differential carrier bearings can lock-up valves. A common DTC that accompanies damaged differential bearings is (4E system).

Transmission noise – Worn bearings allow the differential carrier to move and cause carrier bearing contact. This often causes noise that has been described as a roaring

(Transmission/Driveline)

[Warranty Home](#) | [DCS Menu](#)

AUTOMATIC TRANSMISSION WARRANTY EXTENSION

Date: 9/19/02

Subject: AUTOMATIC TRANSMISSION WARRANTY EXTENSION

Dear General Manager, Sales Manager and Service Manager:

As you are probably aware, some Acura owners have experienced automatic transmission problems. These customers may also have suffered considerable inconvenience waiting for replacement transmissions.

These problems have been investigated, and countermeasures were taken in production. Availability of replacement transmissions has also been increased.

Although most transmissions will not fail, American Honda is concerned about customer satisfaction and confidence, so we are announcing an extended A/T warranty of 7 years or 100,000 miles for all affected vehicles: 2000-02 and some 2003 3.2TLs, and 2001-02 and some 2003 3.2 CLs. In the near future, we will release a service bulletin detailing this extended warranty.

We are fully committed to minimizing customer inconvenience and request that Acura dealers give their full cooperation towards this goal.

This issue has been the subject of recent media attention. Should you receive any media calls on this issue, please direct them to our Public Relations Department at (310) 783-3170.

Thank you for your continued support.

[Warranty Home](#) | [DCS Menu](#)

Automatic Transmission Warranty Extension

Automatic Transmission Warranty Extension

Dear General Manager, Sales Manager, and Service Manager:

On October 4, American Honda will post on the Acura consumer website a customer letter concerning the automatic transmission warranty extension for all 2000-02 TLs, all 2001-02 CLs, and some 2003 TLs/CLs. The text of the customer letter appears below. In addition to its posting on the web, the letter will be mailed to all owners of affected vehicles over several weeks, beginning October 14.

The warranty extension covers the automatic transmission, shift solenoids, and torque converter for a total of 7 years or 100,000 miles, whichever comes first. Since this is not a campaign, there will be no campaign responsibility report. Please handle all claims using standard warranty practices.

On October 11, a dealer strategy letter and service bulletin detailing the warranty extension will be posted on the IN.

The rest of this message is the basic text of the October 4 customer letter.

American Honda is announcing a warranty extension for the automatic transmission on all 2000-02 3.2TLs, all 2001-02 3.2CLs, and some 2003 3.2TLs and 3.2CLs. The automatic transmission and torque converter are now covered for a total of 7 years or 100,000 miles, whichever occurs first, from the date of original sale. We are providing this warranty extension because a higher than normal number of automatic transmissions in certain vehicles may have problems due to defects in material or workmanship beyond the 4-year, 50,000-mile new vehicle limited warranty. How do I know if there is a problem with my vehicle's automatic transmission?

If you think your vehicle has a transmission problem, refer to the operating characteristics below. Understanding these characteristics can help you decide if you need to call your Acura dealer.

These characteristics are normal; they should not require you to call your Acura dealer.

- Quick downshifts. The transmission has a computerized control system called grade logic. When going down a hill, even a light touch of the brake pedal can cause grade logic to downshift to the next lower gear. Downshifting helps to slow the vehicle through engine braking.
- Does not always shift through the full range of gears. This can also be caused by the grade logic system keeping the transmission in the optimum gear for different driving conditions.
- Mechanical noise when selecting a forward or reverse gear. It's normal to hear a slight mechanical noise when moving the shift lever from one gear to another. This noise can sound abnormally loud if any of the windows are down and you are parked next to a wall or another vehicle.
- Vehicle may not hold its position when stopped on an incline in gear (may roll backward when the brake pedal is released). This can occur on most Acura-made vehicles. It is one of the measures used to improve fuel economy.
- Hard shifts before the engine warms up. By design, the transmission shifts a little harder when the engine is cold. It returns to smoother shifting when the engine warms up.

These characteristics are not normal; if you experience any of them, call your Acura dealer.

- While driving, the D5 indicator on the instrument panel flashes.
- An abnormally loud noise from the transmission.
- Extremely slow or delayed gear engagement, upshifts, or downshifts.
- Abnormal gear slippage during upshifts or downshifts.
- Erratic or excessively harsh shifting.
- Automatic transmission fluid (ATF) leaks.

In the next few weeks, owners of potentially affected vehicles will be sent a copy of this letter along with reimbursement instructions in case they previously paid to have the transmission repaired or replaced.

It's important to maintain your vehicle's transmission according to the maintenance schedule in your owner's manual. Not maintaining the transmission properly can void the warranty coverage.



Applies To: See VEHICLES AFFECTED

October 11, 2002

Warranty Extension: 3.2TL and 3.2CL Automatic Transmission

BACKGROUND

In certain vehicles, a higher than normal number of automatic transmissions may have defects in material or workmanship that could cause premature wear or failure. To ensure that customers have adequate warranty coverage, American Honda is increasing the warranty on the transmission (including solenoids) and the torque converter to 7 years or 100,000 miles, whichever occurs first.

VEHICLES AFFECTED

2000-02 3.2TL: All

2003 3.2TL (except Type S):
From VIN 19UUA5...3A000001
thru 19UUA5...3A019556

2003 3.2TL Type S:
From VIN 19UUA5...3A000001
thru 19UUA5...3A019061

2001-02 3.2CL: All

2003 3.2CL (all models):
From VIN 19UYA42...3A000001
thru 19UYA42...3A006203

CUSTOMER NOTIFICATION

All owners of affected vehicles will be mailed a notification of the warranty extension. A copy of the notification is at the end of this service bulletin.

In most cases, the owner should have a copy of the notification. If the owner has misplaced it, do a VIN status inquiry on the IN to see if the vehicle is covered.

CORRECTIVE ACTION

If standard diagnostics confirm an internal problem with the torque converter or the automatic transmission, replace the affected part.

WARRANTY CLAIM INFORMATION

OP #	FRT	Description
218181	5.5	Replace torque converter
218180	5.5	Replace transmission and torque converter

Failed Part: Use the "RM" part number (from the repair order) without the "RM"
Example: 08200-PAX-A000

Defect Code: SAT

Contention Code: L73

Part used for repair: Use the "RM" part number (from the repair order)
Example: 08200-PAX-A000RM

Skill Level: Repair Technician

DIAGNOSIS

Before you make any repairs, do these checks:

- Make sure the complaint is not a normal characteristic of the vehicle. If possible, compare the vehicle to another of the same model and year. Refer to these normal operating characteristics to prevent unnecessary torque converter or A/T replacement.
 - Quick downshifts. The transmission's grade logic system compares the vehicle's memorized driving conditions with current conditions, and shifts the transmission accordingly. When going down a hill, even a light touch of the brake pedal can cause grade logic to downshift to the next lower gear. Downshifting helps to slow the vehicle through engine braking.
 - Does not always shift through the full range of gears. This can also be caused by the grade logic system keeping the transmission in its optimum gear for different driving conditions.
 - Mechanical noise when selecting a forward or reverse gear. It's normal to hear a slight mechanical noise when moving the shift lever from one gear to another. This noise can sound abnormally loud if any of the windows are down and you are parked next to a wall or another vehicle.



- Vehicle may not hold its position when stopped on an incline in gear (may roll backward when the brake pedal is released). This can occur on most Acura-made vehicles. It is one of the measures used to improve fuel economy.
- Hard shifts before the engine warms up. By design, the transmission shifts a little harder when the engine is cold. It returns to smoother shifting when the engine warms up.
- Check ISIS for any service bulletin or ServiceNews articles that cover the complaint.
- Check the fluid level of the transmission, and make sure it's filled with Honda ATF-Z1. Other brands of ATF can affect shift quality and lock-up performance.
- Check the adjustment of the A/T shift cable.
- Check the PCM for DTCs. Sometimes, electrical problems cause the same symptoms as internal transmission problems.
- Do the road test, stall speed test, and pressure tests described in the appropriate service manual.

If your diagnosis confirms a problem with the torque converter, install a new one. Order the torque converter through normal parts channels.

If your diagnosis confirms an internal transmission problem, do not disassemble it; replace the transmission/torque converter with a remanufactured unit. For information on obtaining a remanufactured transmission/torque converter, refer to Service Bulletin 90-009, *Automatic Transmission In-Warranty Exchange Program*.

October 2002

Automatic Transmission Warranty Extension

Dear 3.2TL and 3.2CL Owners:

American Honda is announcing a warranty extension for the automatic transmission on all 2000-02 3.2TLs, all 2001-02 3.2CLs, and some 2003 3.2TLs and 3.2CLs. The automatic transmission and torque converter are now covered for a total of 7 years or 100,000 miles, whichever occurs first, from the date of original sale. We are providing the warranty extension because a higher than normal number of automatic transmissions in certain vehicles may have problems due to defects in material or workmanship beyond the 4-year, 50,000-mile new vehicle limited warranty.

How do I know if there is a problem with my vehicle's automatic transmission?

If you think your vehicle has a transmission problem, refer to the operating characteristics below. Understanding these characteristics can help you decide if you need to call your Acura dealer.

These characteristics are normal; they should not require you to call your Acura dealer.

- **Quick downshifts.** The transmission has a computerized control system called grade logic. When going down a hill, even a light touch of the brake pedal can cause grade logic to downshift to the next lower gear. Downshifting helps to slow the vehicle through engine braking.
- **Does not always shift through the full range of gears.** This can also be caused by the grade logic system keeping the transmission in the optimum gear for different driving conditions.
- **Mechanical noise when selecting a forward or reverse gear.** It's normal to hear a slight mechanical noise when moving the shift lever from one gear to another. This noise can sound abnormally loud if any of the windows are down and you are parked next to a wall or another vehicle.
- **Vehicle may not hold its position when stopped on an incline in gear (may roll backward when the brake pedal is released).** This can occur on most Acura-made vehicles. It is one of the measures used to improve fuel economy.
- **Hard shifts before the engine warms up.** By design, the transmission shifts a little harder when the engine is cold. It returns to smoother shifting when the engine warms up.

These characteristics are not normal; if you experience any of them, call your Acura dealer.

- While driving, the D5 indicator on the instrument panel flashes.

D5 INDICATOR



- An abnormally loud noise from the transmission.
- Extremely slow or delayed gear engagement, upshifts, or downshifts.
- Abnormal gear slippage during upshifts or downshifts.
- Erratic or excessively harsh shifting.
- Automatic transmission fluid (ATF) leaks.

If you already paid to have the transmission repaired or replaced, refer to the reimbursement form included with this letter.

It's important to maintain your vehicle's transmission according to the maintenance schedule in your owner's manual. Not maintaining the transmission properly can void the warranty coverage.

Please keep a copy of this letter in your glove box, along with your warranty information booklet.

Thank you for your understanding and cooperation in this matter.

Sincerely,

American Honda Motor Co., Inc.
Acura Automobile Division

October 11, 2002

Dear Service Manager:

On 2000-02 TLs, 2001-02 CLs, and some 2003 TLs/CLs, a higher than normal number of automatic transmissions may have defects in material or workmanship that could cause premature wear or failure. American Honda is extending the warranty for the transmission (including solenoids) and the torque converter on these vehicles to 7 years or 100,000 miles, whichever occurs first.

For affected vehicle information, refer to service bulletin #02-027, Warranty Extension: 3.2TL and 3.2CL Automatic Transmission. Since this is not a campaign, there is no campaign responsibility report.

Repair Strategy

Use the diagnostic checks in service bulletin #02-027 to find out if the vehicle has a defective torque converter or transmission. If the torque converter is defective, replace it with a new part; if the transmission is defective, replace it with a remanufactured unit. Please make sure the torque converters and transmissions you replace have internal defects. If you return a part without an internal defect, the cost will be debited to your dealer.

Customer Notification

On October 3, a customer notification of the warranty extension was posted on Acura's consumer website, acura.com. Notifications will also be mailed to all owners of affected vehicles over several weeks, starting later this month. Refer to service bulletin #02-027 for the text of this notification.

To check vehicle eligibility, make sure the customer has a notification letter or do a VIN Status Inquiry on the IN.

Parts Information

Torque converters are available through normal parts channels. Transmissions are available through the automatic transmission remanufacturing program. For details on ordering a transmission, refer to service bulletin #90-009, Automatic Transmission In-Warranty Exchange Program.

Sincerely,

American Honda Motor Co., Inc.
Acura Automobile Division

Warranty Home | DCS Menu

2002-2003 3.2TL and 2002-2003 3.2CL A/T Transmission Repair

DATE: December 17, 2002

TO: All Service Managers and Technicians

FROM: American Honda Technical Division

RE: 2002-2003 3.2TL and 2002-2003 3.2CL A/T Transmission Repair

This is an improved automatic transmission repair for those vehicles listed below. In addition to transmission replacement, these vehicles also require a PCM replacement and, in some cases, a new fuel pressure regulator (see note below). A Service Bulletin will be released in January 2003 detailing this repair procedure. The affected models:

2000-02 3.2TL: All

2003 3.2TL (except Type S): From VIN 19UUA6□3A000001 thru 19UUA6□3A018558

2003 3.2TL Type S: From VIN 19UUA6□3A000001 thru 19UUA6□3A018661

2001-02 3.2CL: All

2003 3.2CL (all Models): From VIN 19UYA4□3A000001 thru 19UYA4□3A088203

As always, contact the RPO order desk to request a replacement transmission. RPO will determine which parts are necessary to repair the vehicle you are working on. **DIAGNOSIS INFORMATION:** Use the troubleshooting procedures in section 14 or 15 of the appropriate service manual to determine if the transmission has an internal problem.

REPAIR PROCEDURE:

1. Use the PCM Tester to download the Immobilizer key transponder codes from the PCM. Refer to 8/8 00-019, Immobilizer System (Type 2).
2. Make sure you have the anti-theft code for the radio and for the navigation system, if needed. Write down your customer's radio station presets.
3. Remove and replace the Automatic Transmission (A/T) as described in the A/T section of the appropriate Service Manual. Follow all related policies and procedures from the Automatic Transmission In-Warranty Exchange Program Service Bulletin (80-008).
4. For vehicles that require a new fuel pressure regulator, remove and install the new pressure regulator during A/T removal.
5. Remove and discard the PCM.
6. Install the new PCM, and torque the bolts to 12 N.m (8.7 lb-ft).
7. Enter the anti-theft code for the radio and for the navigation system, if needed; then enter your customer's radio station presets. Set the clock.
8. Use the PCM Tester to upload the Immobilizer key transponder codes to the PCM. Refer to 8/8 00-019, Immobilizer System (Type 2).

Note: Certain 2000 TLs and 2001 CLs that were affected by the prior 8/8 01-001, "Hard start after 'Hot Soak,'" will also need the Fuel pressure regulator replaced, even if it had been replaced previously.

WARRANTY CLAIM INFORMATION

Operation Number:

Replace PCM & transmission = 222102 & Flat rate time = 8.9 hour

Replace PCM, transmission & fuel pressure regulator = 222105 & Flat Rate time □ 8.1 hour

Failed P/N: Use the "Pd" part number (from the repair order) without the "Pd"

Example: 05250-PAJ-A00

Defect Code: 6AT

Contention Code: L73

Part used for repair: Use the part numbers from the parts billing invoice.

Skill Level: Repair Technician

Thank you in advance for your cooperation and assistance.

Attachment Q6-A

HONDA

The power of dreams

QUALITY IMPROVEMENT SHEET (Q.I.S.)Issued by:
HAM M.Q.

Page 1

RESPONSIBLE PLANT AND DEPARTMENT Honda Transmission Mfg.				
MFO NO 06200-1032-326151		A.H. NUMBER Quantity (CSI)		INFORMATION SOURCE Warranty Claim
ODOMETER 3142 mi	Supplier HONDA TRANSMISSION MFG.			VIN 19UYA42671A028903
CUSTOMER NAME J. WAUBEN		CUSTOMER ADDRESS M. HACK		ENGINE NUMBER J32A2-1019187
TRANSMISSION NUMBER 20021-P7W		TRANSMISSION NUMBER BGFA1024282		
PRIMARY FAULT PART NUMBER AND DESCRIPTION TRANSMISSION ASSY.		RELATED A.H. TECHNICAL CODE		
PRIMARY CAUSAL PART NUMBER AND DESCRIPTION		PRIMARY RELATED WARRANTY CLAIM		
DEALER/STATE 251032 CA	TITLE 01M ACURA CL SHIFTING PROBLEMS INVESTIGATION (Burnt 3rd Clutch)			
PRODUCTION DATE 00/12/08	OCCURRENCE CUSTOMER CONTENTION; SLIPPING			
SALES DATE 01/01/15	DESCRIPTION DEALER CONTENTION; ERRATIC SHIFTING			
OCCURRENCE DATE 01/04/26	MARKET INFORMATION			
MO RECEIVE DATE 01/05/04	* EST. TOTAL WARRANTY CLAIMS = 51 * EST. TOTAL WARRANTY COST = \$102,000 * AVERAGE MILES TO FAILURE = 12,970			
ANALYSIS RECEIVE DATE 01/07/16	MARKET QUALITY CAUSE ANALYSIS			
CAUSE ANALYSIS APPROVAL DATE 01/07/16	REQUEST: 7/19/01 ANALYZE 10 TO 12, 01M ACURA CL SHIFTING PROBLEMS CATEGORY MISSIONS TO FIND ROOT CAUSE OF CURRENT DEFECT PERCENTAGE INCREASE, WITH AN EMPHASIS ON "SLIPPING AND ERRATIC SHIFTING CONTENTIONS" IN THE MAY AND JUNE/01 CLAIM MONTH SPIKE. HRA-O and HEM/MQ both found in the analysis of (44) 01M Acura CL, 01 & 02M TL, and 01M MDX Market Failures. 41% of these missions had Burnt 3rd Clutches. 39% were No Trouble Found. The "Sport" models of the TL and CL make up the majority of all burnt 3rd clutch failures (81.5%). New Request: 11/29/01 Find root cause for Burnt 3rd Clutches for the 01M Acura CL and 01 & 02M Acura TL.			
RESPONSIBLE OPT ISSUE DATE 01/07/19				
COUNTERMEASURE REPLY DATE				
1st COUNTERMEASURE APPLICATION DATE				
VIEW BEFORE COUNTERMEASURE				
ISSUE	G/L	SE	MGR	CE
DATE				
RANK				
VIEW AFTER COUNTERMEASURE				

HONDA

The power of dreams

QUALITY IMPROVEMENT SHEET (Q.I.S.)Issued by:
HAM M.O.

Page 2

RESPONSIBLE DEPARTMENT CAUSE ANALYSIS

SOLD PRODUCT TREATMENT

AM:

OK:

Jt:

EP:

OTHER:

STOCKED PRODUCT TREATMENT

PART STOCK CHANGE

AFTER SERVICE PART NUMBER

SERVICE BULLETIN NUMBER

DESIGN CHANGE NUMBER

COUNTERMEASURE CONTENTS

COUNTERMEASURE APPLICATION INFORMATION

RECOMMENDED
FIELD ACTIONCOUNTERMEASURE
EFFECTIVENESS

RECOGNITION SIGNATURES

CHIEF ENGINEER

HQ MANAGER

HQ STAFF ENGINEER

RESPONSIBLE DEPT. MANAGER

REPLY

ENQUE

01M CL Transmission Failure (3rd Clutch Burned)

Minutes of monthly meeting held at HRA in August 2001

(August 30 (THU) at HTM-CRV)

<01M-CL shifting problems>

- Through 01M monitoring, AEP (ANNA Engine Plant of Honda of America Mfg., Inc.) received many reports alleging that the transmission had shifting problems (167 reports, 25% of all). On investigation, 3rd clutch was found burned in 5 vehicles.

The AH Chet vehicle (a vehicle lent to Chet for monitoring purposes) has had the same problem twice. The transmission assembly, which failed after it had replaced the transmission failed first, will be sent to HGT for analysis.

(The mileage was about 8,000 miles at the first failure and about 20,000 miles at the second failure)

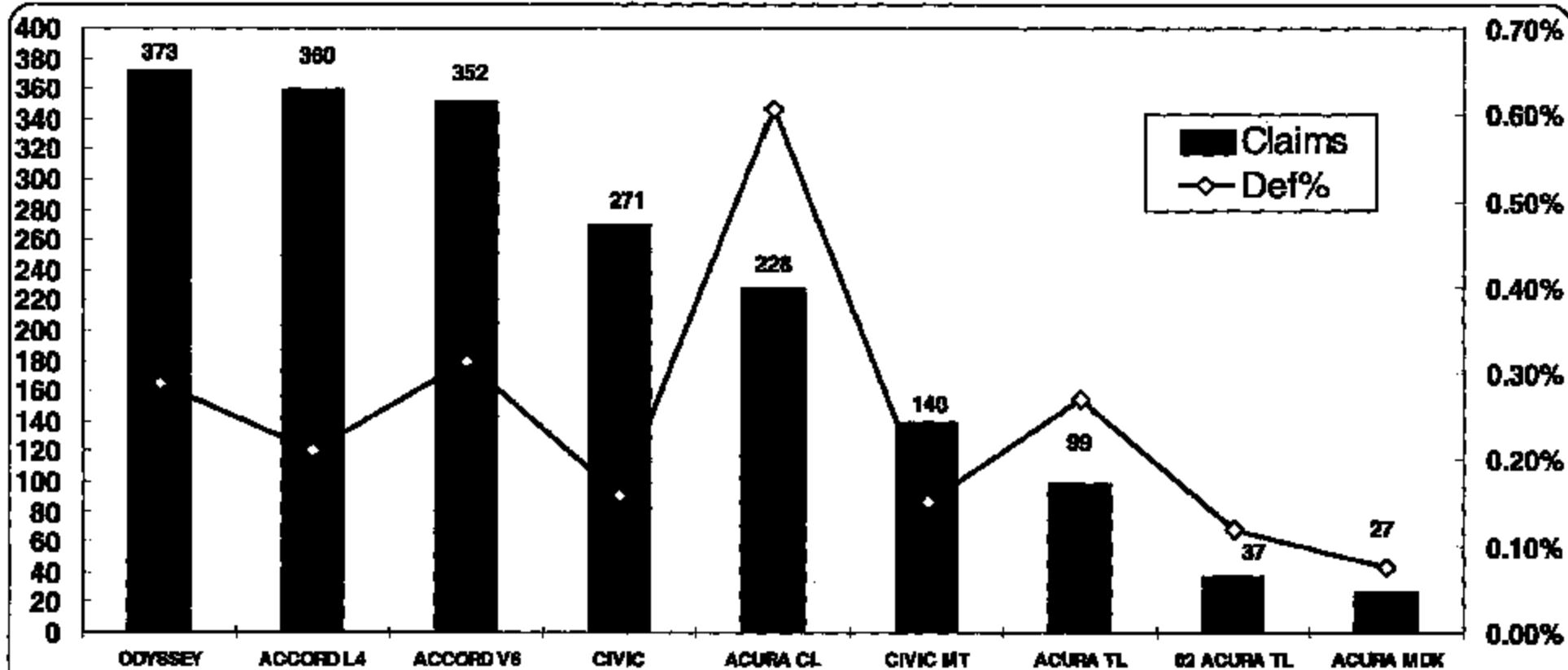
September 25, 2001

01'M (ALL MODELS) TRANSMISSION WARRANTY/RPO COMPARISON CHART.

TRANSMISSION REPLACEMENTS ONLY

DATA AS OF AUGUST/END/01.

MODEL	TOTAL CLAIMS	TOTAL SALES	CUMUL. DEF%	AVG. COST PER CLAIM	TOTAL COST	COST PER UNIT	NO. ANALYZED	% OF TOTAL	NO. EST.	NO. EST. %	KNOWN TOTAL	KNOWN TOTAL %
ODYSSEY	373	129,709	0.29%	\$2,100	\$783,300	\$6.04	21	5.63%	75	20.11%	86	25.74%
ACCORD L4	360	170,586	0.21%	\$1,900	\$684,000	\$4.01	10	2.78%	187	61.84%	197	64.72%
ACCORD V6	352	112,122	0.31%	\$2,000	\$704,000	\$6.28	27	7.67%	74	21.02%	101	28.68%
CIVIC	271	170,998	0.16%	\$1,700	\$460,700	\$2.69	51	18.82%	31	11.44%	82	30.26%
ACURA CL	228	37,583	0.61%	\$1,825	\$416,100	\$11.07	7	3.07%	28	11.40%	33	14.47%
CIVIC MT	140	92,488	0.15%	\$2,184	\$306,796	\$3.31	3	0.00%	48	32.68%	49	95.00%
ACURA TL	99	36,613	0.27%	\$2,200	\$217,800	\$5.95	11	11.11%	17	17.17%	28	28.28%
02 ACURA TL	37	31,252	0.12%	\$2,200	\$81,400	\$2.60	2	0.00%	8	21.82%	10	27.03%
ACURA MDX	27	38,044	0.07%	\$2,850	\$76,950	\$2.13	2	0.00%	1	3.70%	3	11.11%
TOTALS	1887	817,386	0.23%		\$3,730,846	\$4.66	134	7.10%	466	24.64%	599	31.74%

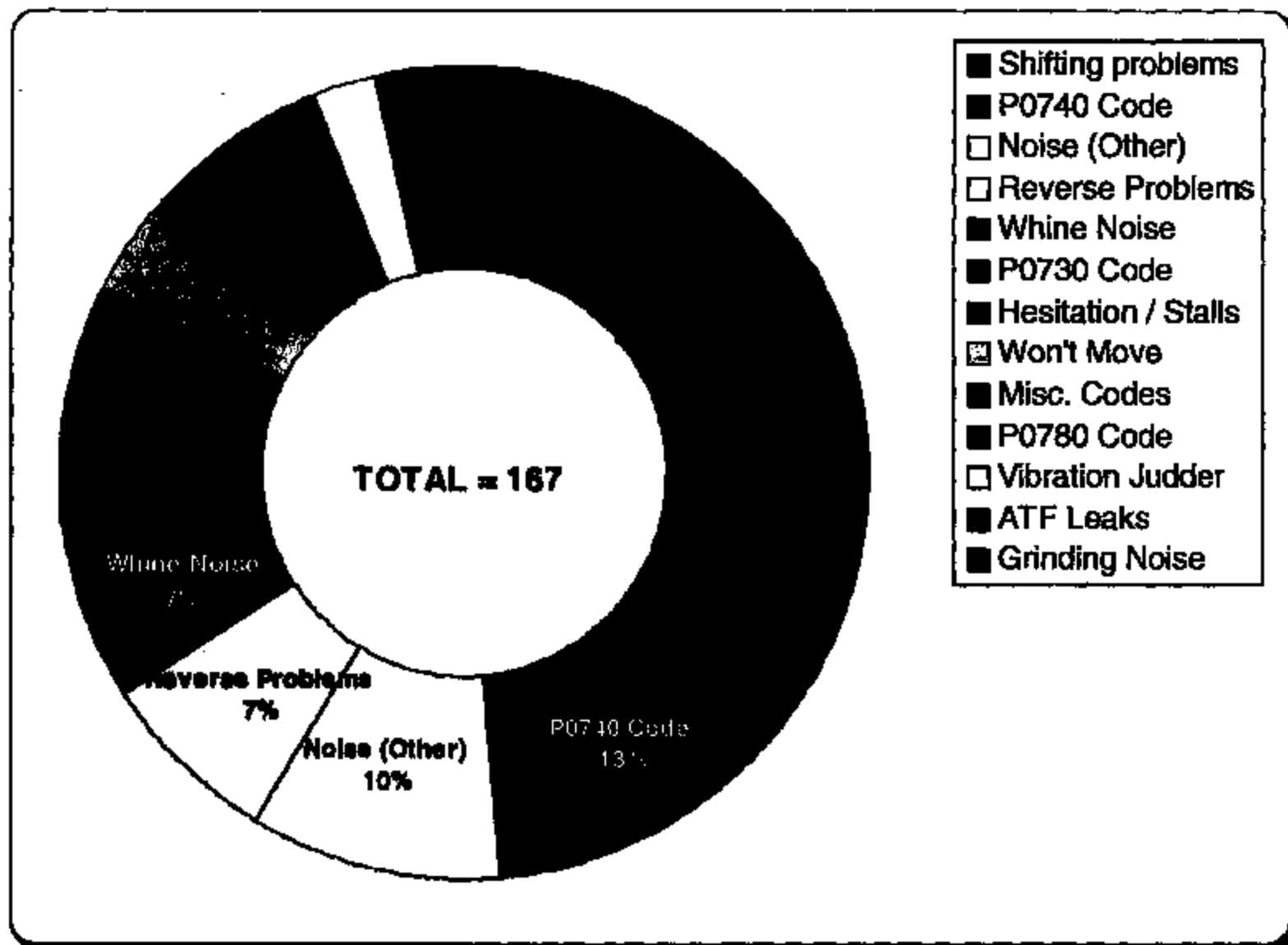


JULY/01 TRANSMISSION MARKET INFORMATION SUMMARY.

(01'M ACURA CL US BUILT)

CONTENTION CATEGORY SUMMARY: (TOTAL MISSIONS REPLACED TO DATE)

Shifting problems	60
P0740 Code	21
Noise (Other)	17
Reverse Problems	12
Whine Noise	11
P0730 Code	10
Hesitation / Stalls	7
Won't Move	7
Misc. Codes	6
P0780 Code	6
Vibration Judder	4
ATF Leaks	3
Grinding Noise	3
Total	167

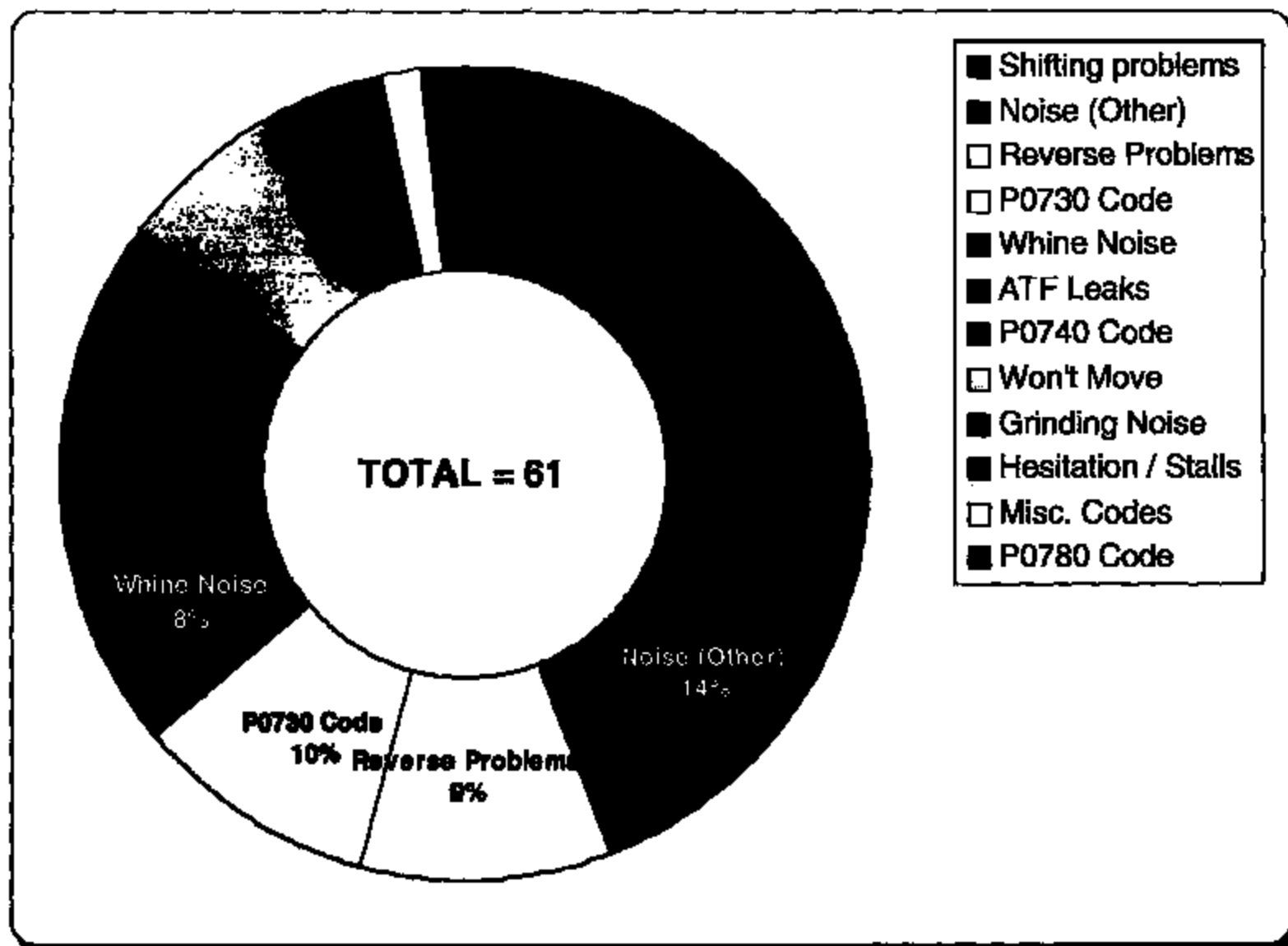


AUGUST/01 TRANSMISSION MARKET INFORMATION SUMMARY.

(01'M ACURA CL JAPAN BUILT)

CONTENTION CATEGORY SUMMARY: (TOTAL MISSIONS REPLACED TO DATE)

Shifting problems	18
Noise (Other)	9
Reverse Problems	6
P0730 Code	6
Whine Noise	5
ATF Leaks	4
P0740 Code	4
Won't Move	4
Grinding Noise	2
Hesitation / Stalls	1
Misc. Codes	1
P0780 Code	1
Total	61



01/02m Acura 3.2TL/CL 3rd clutch burned ATM failures

No	VIN#	ATM#	Mileage	Customer complaint	Disassembly result
1	19UYA42761A029873	BGFA-1025246	13667	No 3rd gear	3rd, 4th, 5th clutches burned
2	19UYA42661A023613	BGFA-1018744	21960	Harsh downshifts	3rd clutch burned, 4th clutch shows signs of slipping
3	19UYA427X1A009402	BGFA-1003816	29912	Slips in all gears	3rd clutch and TC burnt
4	19UYA42651A09282	BGFA-1003724	38206	Will not shift at times	3rd clutch burned
5	19UUA56691A023409	B7WA-8025067	26645	Harsh shifts	3rd clutch burned

Report from HRA Tanaka, ACE on Analysis of Symptoms Developed by Chet EVP Vehicle

【Symptoms】

The clutch clipped only in 3rd gear. No slippage occurred at all in any other gears.

Chet commented, "The replaced transmission had no problem at all for the last three weeks, but it began to show symptoms this week. First I noticed the engine flared up when the transmission shifted to 3rd, and this weekend, the transmission suddenly failed to shift to 3rd with a bang."

He also commented that these symptoms were identical with those presented by the originally installed transmission.

When the transmission, which failed first, was disassembled, it was found that the 3rd clutch was excessively worn, the piston was forced out of position and the O-ring was broken, and clutch pressure was thereby allowed to leak out. It is assumed that the same had happened to the replaced transmission.

By the disassembly/analysis of the first-failed transmission, however, the cause of excessive wear of the 3rd clutch was not determined.

【Mileage】

The second failure occurred when the mileage reached 10,707 miles.

The transmission was replaced after the first failure that occurred when the mileage reached 8,572 miles.

This means that the replaced transmission failed when the distance the vehicle had covered with that transmission totaled only about 2,000 miles.

【Condition of ECU】

The ECU had no connector for flash.

The ECU was, when removed from the vehicle and checked, found carrying the part number label "37820-PGE-A51," showing that the ECU was a mass-produced one.

【Vehicle identification number】

19UYA42791A000125

【Failed transmission number】

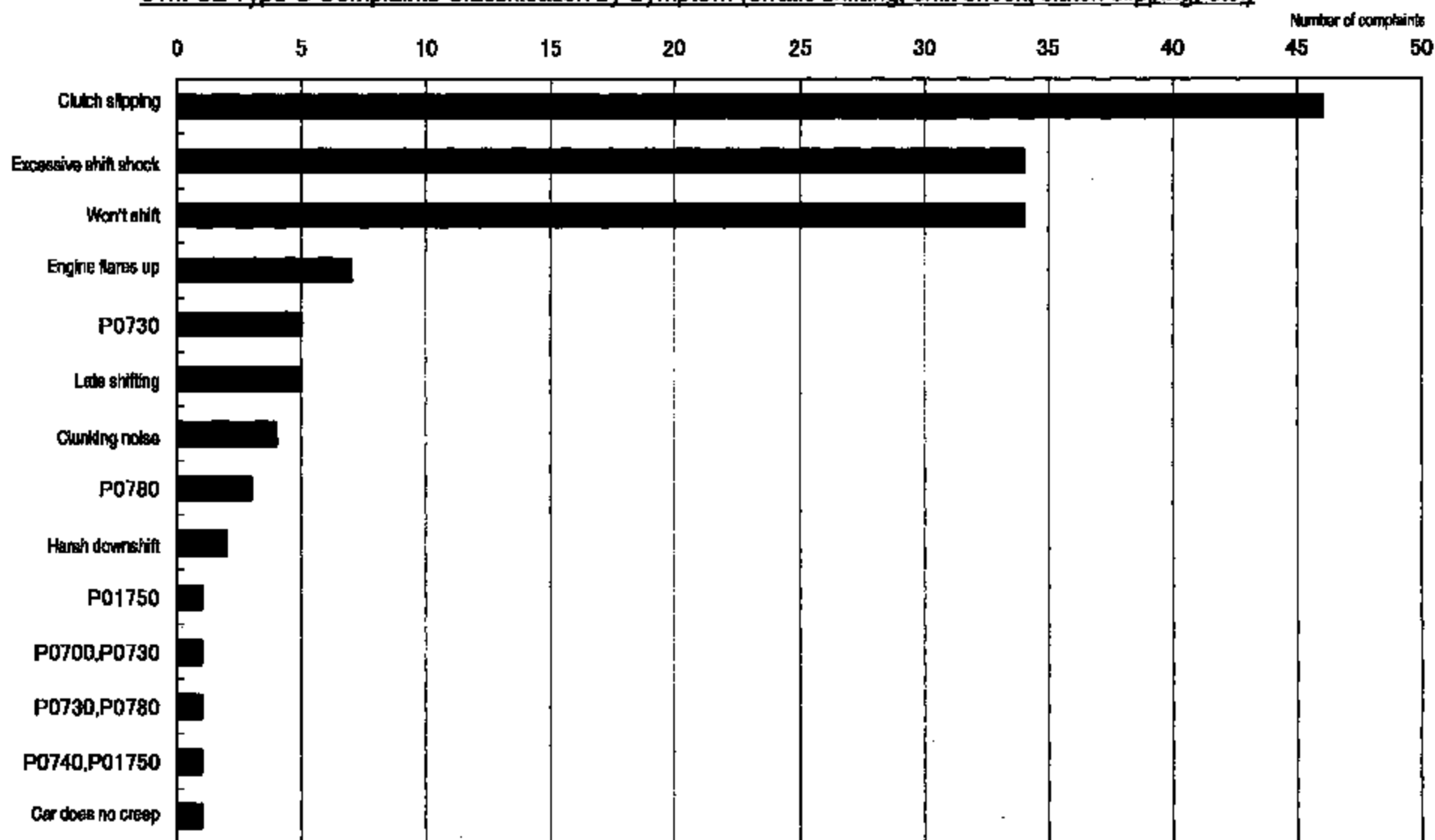
BGFA-1019575

【Engine number】

JA32A2-1000123

HRA Tech Line Data

01M CL Type-S Complaints Classification by Symptom (erratic shifting, shift shock, clutch slipping, etc.)



Tech Line Contact Situation – Trend Monitoring Data on 01M CL

OTM	3.2CL	Total Ords	Code	Ord No.	Occ Rate	Symptom	6M	6Month Rn	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01
A	38199	1	P0730	32	0.088%	SHFT CNTRL PRBLM	24	33.3%	1	1	4	4	8	8
C		3	2520	24	0.088%	SLIPPING	20	10.0%	1	2	3	5	7	2
G	38199	2	P0740	28	0.077%	L/U SYS	19	21.1%		5	1	2	7	4
M		4	2570	23	0.064%	AUTO TRANS NOISE & VIBRATION	14	14.3%	1	1	3	4	3	2
		7	2511	18	0.044%	HARSH SHIFTING	13	23.1%	1		3	5	1	3
		8	2510	18	0.050%	SHIFT PROBLEMS	12	50.0%			1	4	1	6
		5	P1768	23	0.084%	LINEAR SOL PROBLEM	11	8.1%	3	1		5	1	1
		9	2573	17	0.030%	AUTO TRANS GEAR WHINE	7	0.0%		1	2	1	3	
		10	P1750	10	0.028%	3RD CLUTCH PRESS SW	7	14.3%			1	3	2	1
		11	2533	8	0.022%	NO WONT MOVE IN REVERSE/NO REVERSE	7	28.8%	1		2		2	2
		8	P0780	15	0.041%	MECH PROB @HYDRLC SYS	6	33.3%			1	2	1	2
		18	2513	5	0.014%	ERRATIC SHIFTING OR HUNTING BETWEEN GEARS	5	40.0%	1		1		1	2
		14	2530	6	0.017%	CAR WONT MOVE(TRANS)	4	25.0%			1		2	1
		18	2514	5	0.014%	NO UPSHIFT	4	25.0%				2	1	1
		12	2574	8	0.022%	CLINK WHEN ENGAGING D OR R	3	33.3%			1	1		1
		13	2581	8	0.022%	AUTO TRANS LEAKS	3	33.3%	1		1			1
		20	2516	5	0.014%	FLEAPES UP AT SHIFT	3	0.0%	1	2				
		22	2531	4	0.011%	WONT MOVE IN DRIVE	3	0.0%	1				2	
		24	2512	3	0.008%	JUDDER DURING SHIFTING	3	33.3%			2			1
		15	2575	6	0.017%	VIBRATION CAUSED BY T.C. LOCKING CLUTCH	2	0.0%				1	1	
		17	P1705	8	0.017%	A/T GEAR POS SWITCH	2	0.0%		1		1		
		21	P1709	5	0.014%	T/M DOES NOT SHIFT INTO SEQUENTIAL SPORTSHIFT MODE	2	0.0%		1			1	
		30	P1773	2	0.006%	A/T CLUTCH POS VLV B	2	0.0%				1	1	
		18	P0700	8	0.017%	GET OBD II TRANS CD	1	0.0%		1				
		23	P1708	4	0.011%	A/T GEAR POS SWITCH	1	0.0%				1		
		26	2580	3	0.008%	SHIFT CABLE	1	0.0%			1			
		27	P0710	3	0.008%	ATF TEMP SENSOR	1	0.0%	1					
		29	P0720	2	0.008%	C/S SPD SENS PROB	1	0.0%			1			
			2517	1			1	0.0%	1					
			2540	1			1	0.0%	1					
			2680	1			1	0.0%			1			
			2930	1			1	100.0%						1
			P0758	1			1	100.0%						1
		25	2515	3	0.008%	LATE UPSHIFT	0	#DIV/0!						
		28	2300	2	0.008%	DIFFERENTIAL	0	#DIV/0!						
			2500	1			0	#DIV/0!						
			2550	1			0	#DIV/0!						
			2571	1			0	#DIV/0!						
			P0715	1			0	#DIV/0!						
			P1751	1			0	#DIV/0!						
			P1753	1			0	#DIV/0!						

01M CL Tech Line Data by Type

Total X	Type				
Code	4	5	6	7	Grand total
2300	2				2
2500			1		1
2510	3		7	8	18
2511			10	6	16
2512			3		3
2513	2	1	1	1	5
2514	1		3	1	5
2515	1		1	1	3
2516	1		4		5
2517			1		1
2520	1		13	10	24
2530			4	2	6
2531			3	1	4
2533	3		2	3	8
2540			1		1
2550			1		1
2570	8		11	4	23
2571	1				1
2573	2		6	3	11
2574	3		4	1	8
2575	4		1	1	6
2581	5		2	1	8
2590	1		2		3
2600				1	1
2930			1		1
P0700		1	5		6
P0710	2		1		3
P0715	1				1
P0720			2		2
P0730	3	1	11	17	32
P0740	4	2	14	6	26
P0758			1		1
P0780	6	1	6	2	15
P1705	1		5		6
P1708	3	1			4
P1709			3	2	5
P1750	2		5	3	10
P1751	1				1
P1753			1		1
P1768	4	4	9	6	23
P1773				2	2
Grand total	85	11	145	84	305

Type	
4	PREM
5	PREM With NAV
6	TYPE-S
7	TYPE-S With NAV

Number of 01M CL vehicles sold by the end of AUG 2001

3.2CL PREM	14570
3.2CL Sport	21629

Occurrence ratio



Tech Line Contact Situation – Trend Monitoring Data on 01M TL

01M	3.2TL	Total	Code	Occ Rate	Symptom	8M	8Month R	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01
A	35184	1	2570	25	0.071% AUTO TRANS NOISE & VIBRATION	22	4.5%	4	2	7	2	6	1
C		2	P0740	21	0.080% L/U SYS	14	14.3%	6	1	3		2	2
G	35184	6	2520	12	0.034% SLIPPING	12	41.7%	1	1		2	3	5
M		7	P0730	12	0.034% SHIFT ONTRL PRBLM	12	75.0%				2	1	9
		6	2581	13	0.037% AUTO TRANS LEAKS	11	18.2%	2			6	2	2
		8	2510	11	0.031% SHIFT PROBLEMS	11	27.3%		4			4	3
		3	2573	14	0.040% AUTO TRANS GEAR WHINE	6	16.7%		1		4		1
		4	P1750	14	0.040% 3RD CLUTCH PRESS SW	6	0.0%	1		2		3	
		11	2300	5	0.014% DIFFERENTIAL	4	25.0%	2			1		1
		12	2512	4	0.011% JUDDER DURING SHIFTING	4	0.0%	1	1	1	1		
		8	P1788	9	0.028% LINEAR SOL PROBLEM	3	33.3%					2	1
		10	2511	6	0.017% HARSH SHIFTING	3	0.0%	1			2		
		13	2530	4	0.011% CAR WONT MOVE(TRANS)	3	66.7%			1			2
		18	2533	3	0.009% NO WONT MOVE IN REVERSE/NO REVERSE	3	33.3%				1	1	1
		14	2575	4	0.011% VIBRATION CAUSED BY T.C. LOCKING CLUTCH	2	0.0%				1	1	
		17	2513	3	0.009% ERRATIC SHIFTING OR HUNTING BETWEEN GEARS	2	100.0%						2
		15	P0780	4	0.011% MECH PROB @HYDRIC SYS	1	0.0%				1		
		16	P1705	4	0.011% A/T GEAR POS SWITCH	1	100.0%						1
		19	P1751	3	0.008% MECH PROB @HYDRIC SYS	1	0.0%			1			
		20	2500	2	0.006% AUTOMATIC TRANS GENERAL	1	0.0%	1					
		21	2517	2	0.008% WONT DOWNSHIFT/NO KICKDOWN	1	0.0%		1				
		22	2540	2	0.008% TRANS CAUSES ENGINE TO STALL	1	0.0%				1		
		23	P0710	2	0.006% ATF TEMP SENSOR	1	100.0%						1
		24	P0715	2	0.006% M/S SPD SNSR/SLIP	1	0.0%	1					
		25	2514	1	0.003% NO UPSHIFT	1	100.0%						1
		26	2515	1	0.003% LATE UPSHIFT	1	0.0%			1			
		27	2518	1	0.003% FLEARES UP AT SHIFT	1	100.0%						1
		28	2571	1	0.003% GRINDING WHEN SHIFTED FROM REVERSE TO PARK	1	0.0%			1			
		28	2574	1	0.003% CLUNK WHEN ENGAGING D OR R	1	0.0%	1					
			P0753	1		1	0.0%				1		
		30	2590	1	0.003% SHIFT CABLE	0	#DIV/0!						

Tech Line Contact Situation – Trend Monitoring Data on 02M TL

02M TL	Total	Code	Occ Rate	Symptom	6M/6Month	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01
A 30707	1	P0740	10	0.033% L/U SYS	10	10.0%	1	1	8	1	1
C	2	P0780	8	0.026% MECH PROB @HYDRLC SYS	8	50.0%		2		1	4
G 30707	3	2510	7	0.023% SHIFT PROBLEMS	7	14.3%		1	2		1
M	4	2581	5	0.018% AUTO TRANS LEAKS	5	20.0%		1	1	2	1
	5	2511	4	0.013% HARSH SHIFTING	4	25.0%		1	1		1
	6	2570	4	0.013% AUTO TRANS NOISE & VIBRATION	4	25.0%	1			1	1
	7	P0720	3	0.010% C/S SPD SENS PROB	3	33.3%				2	1
	8	P1750	3	0.010% 3RD CLUTCH PRESS SW	3	66.7%					2
	9	2590	2	0.007% SHIFT CABLE	2	0.0%		1		1	
	10	P0715	2	0.007% M/S SPD SNSR/SLIP	2	50.0%				1	1
	11	2500	1	0.003% AUTOMATIC TRANS GENERAL	1	100.0%					1
	12	2518	1	0.003% FLEARES UP AT SHIFT	1	0.0%	1				
	13	2520	1	0.003% SLIPPING	1	100.0%					1
	14	2531	1	0.003% WONT MOVE IN DRIVE	1	0.0%				1	
	15	2533	1	0.003% NO WONT MOVE IN REVERSE/NO REVERSE	1	0.0%					1
	16	2573	1	0.003% AUTO TRANS GEAR WHINE	1	0.0%				1	
	17	2574	1	0.003% CLUNK WHEN ENGAGING D OR R	1	0.0%			1		
	18	2575	1	0.003% VIBRATION CAUSED BY T.G. LOCKING CLUTCH	1	0.0%			1		
	19	2800	1	0.003% AUTO TRANS WARN LITE ON	1	0.0%		1			
	20	2830	1	#DIV/0! VIBRATION FROM AXLE	1	0.0%			1		
	21	P1705	1	0.003% A/T GEAR POS SWITCH	1	0.0%	1				
	22	P1709	1	0.003% T/M DOES NOT SHIFT INTO SEQUENTIAL SPORTSHIFT MODE	1	100.0%					1
	23	P1751	1	0.003% MECH PROB @HYDRLC SYS	1	0.0%				1	
	24	P1766	1	0.003% LINEAR SOL PROBLEM	1	0.0%	1				
	25	P1870	1	#DIV/0! FALL IN DESC AND CD	1	0.0%		1			

02M TL Tech Line Data by Type

Total : K	Type				
Code	6	7	8	9	Grand total
2500			1		1
2510	2			4	7
2511				3	4
2516	1				1
2520				1	1
2531				1	1
2533	1				1
2570	2			2	4
2573					1
2574	1				1
2575	1				1
2581	1		1	1	5
2590	2				2
2600					1
2930				1	1
P0715				1	2
P0720	1			2	3
P0740	4		2	1	10
P0780	2			5	8
P1705				1	1
P1709				1	1
P1750	1			2	3
P1751					1
P1788					1
P1870					1
Grand total	19	4	26	14	63

Type	
6	TL
7	TL-NAV
8	TYPE-S
9	TYPE-S With NAV

Number of 02M TL vehicles sold by the end of AUG 2001

3.2TL	14766
3.2TL Type-s	15941

Proposal on Positive Discovery

- It is required that the causes of 3rd clutch burning be analyzed and countermeasures be proposed.
- Availability of failed products

Today AEP was requested via HRA to call in two failed transmissions from the market.

Chet EVP vehicle was scheduled to be dispatched last weekend, but it is not confirmed yet whether the vehicle is already on its way.

01 CL 変速不良(3rd焼け)

8月度 HRA月例ミーティング議事録

8月30日(木)@HTM-CRV

<01M-CLシフト問題>

- ・AEPは01Mの監視でシフト問題が多く(167件で全体比率の25%)調査し5台の3rdクラッチ焼けを発見。

AHチャットの車両では2回同じ問題が発生している。2回目発生のMissAssyをHGTへ送り解析を依頼する。

(1回目8000mile、2回目20,000mile)

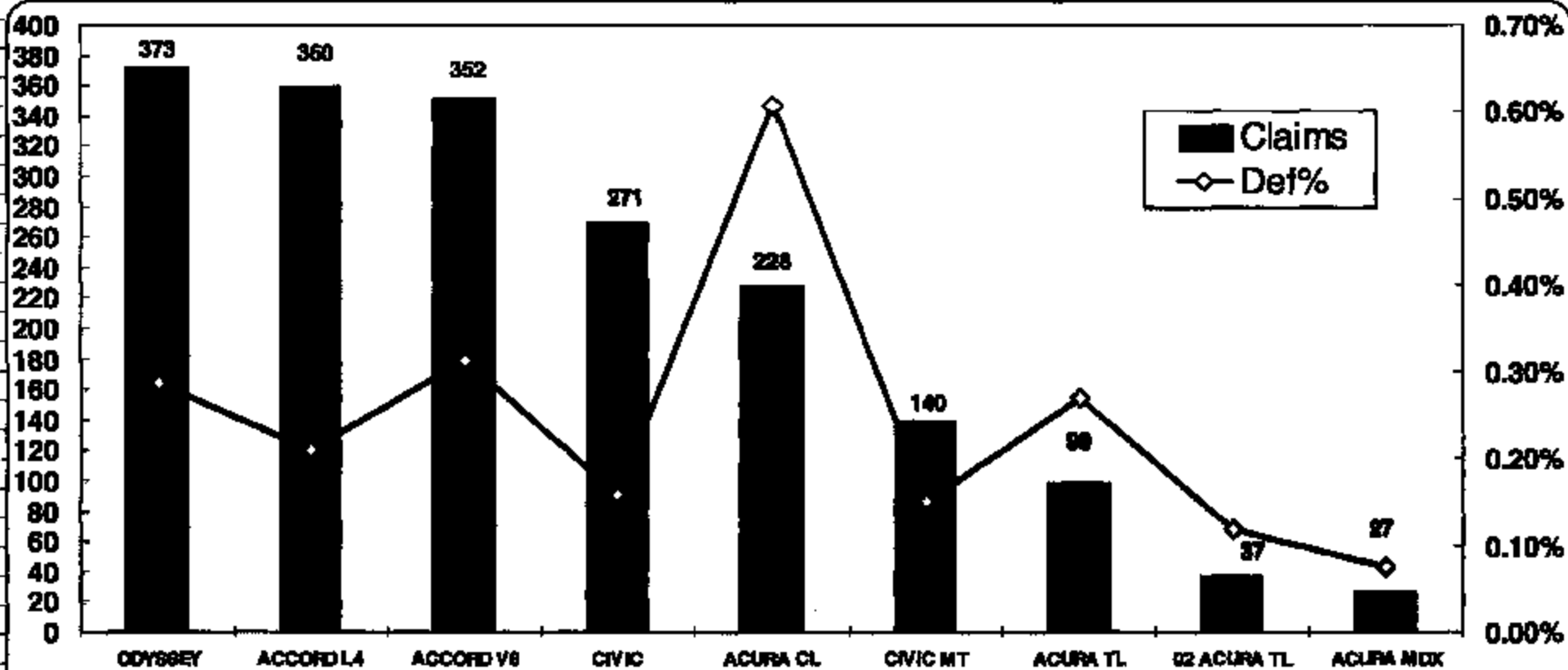
01/09/25

01'M (ALL MODELS) TRANSMISSION WARRANTY/RPO COMPARISON CHART.

TRANSMISSION REPLACEMENTS ONLY

DATA AS OF AUGUST/END/01.

Model	Claims	Def%	Warranty	RPO	Warranty	RPO	Claims	Def%	Warranty	RPO	Warranty	RPO
ODYSSEY	373	129,709	0.28%	\$2,100	\$783,300	\$6.04	21	5.83%	75	20.11%	98	25.74%
ACCORD L4	360	170,588	0.21%	\$1,900	\$684,000	\$4.01	10	2.78%	187	51.94%	197	54.72%
ACCORD V6	352	112,122	0.31%	\$2,000	\$704,000	\$6.28	27	7.67%	74	21.02%	101	28.89%
CIVIC	271	170,896	0.16%	\$1,700	\$480,700	\$2.69	51	18.82%	91	11.44%	82	30.28%
ACURA CL	228	37,583	0.61%	\$1,825	\$416,100	\$11.07	7	3.07%	26	11.40%	33	14.47%
CIVIC MT	140	82,488	0.15%	\$2,184	\$305,796	\$3.31	3	0.00%	46	32.86%	49	35.00%
ACURA TL	98	36,613	0.27%	\$2,200	\$217,800	\$5.95	11	11.11%	17	17.17%	28	28.28%
02 ACURA TL	37	31,262	0.12%	\$2,200	\$81,400	\$2.60	2	0.00%	8	21.62%	10	27.03%
ACURA MDX	27	36,044	0.07%	\$2,950	\$78,950	\$2.13	2	0.00%	1	9.70%	9	11.11%

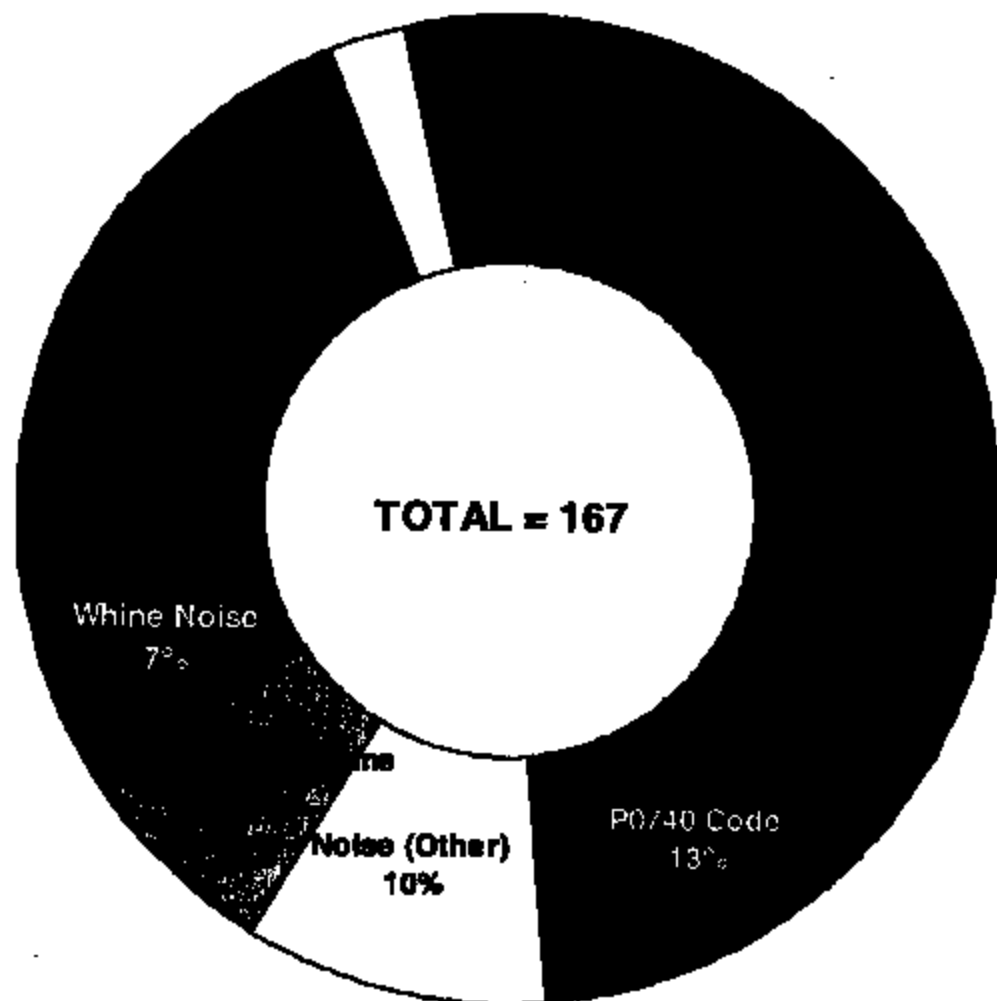


JULY/01 TRANSMISSION MARKET INFORMATION SUMMARY.

(01'M ACURA CL US BUILT)

CONTENTION CATEGORY SUMMARY: (TOTAL MISSIONS REPLACED TO DATE)

Shifting problems	60
P0740 Code	21
Noise (Other)	17
Reverse Problems	12
Whine Noise	11
P0730 Code	10
Hesitation / Stalls	7
Won't Move	7
Misc. Codes	6
P0780 Code	6
Vibration Judder	4
ATF Leaks	3
Grinding Noise	3



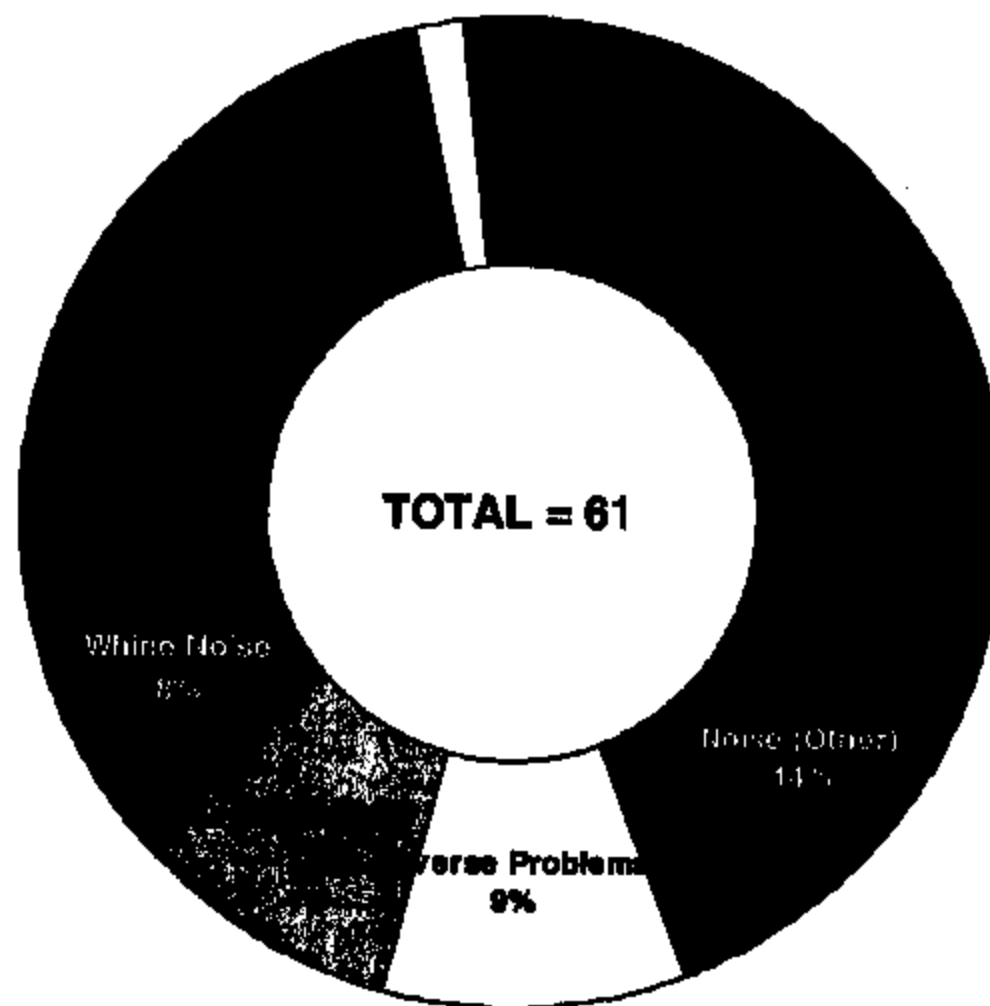
- Shifting problems
- P0740 Code
- Noise (Other)
- Reverse Problems
- Whine Noise
- P0730 Code
- Hesitation / Stalls
- Won't Move
- Misc. Codes
- P0780 Code
- Vibration Judder
- ATF Leaks
- Grinding Noise

AUGUST/01 TRANSMISSION MARKET INFORMATION SUMMARY.

(01'M ACURA CL JAPAN BUILT)

CONTENTION CATEGORY SUMMARY: (TOTAL MISSIONS REPLACED TO DATE)

Shifting problems	18
Noise (Other)	9
Reverse Problems	6
P0730 Code	6
Whine Noise	5
ATF Leaks	4
P0740 Code	4
Won't Move	4
Grinding Noise	2
Hesitation / Stalls	1
Misc. Codes	1
P0780 Code	1



- Shifting problems
- Noise (Other)
- Reverse Problems
- P0730 Code
- Whine Noise
- ATF Leaks
- P0740 Code
- Won't Move
- Grinding Noise
- Hesitation / Stalls
- Misc. Codes
- P0780 Code

01/02m Acura 3.2TL/CL 3rd clutch burned ATM failures

No	VIN#	ATM#	Mileage	Customer complaint	Disassembly result
1	19UYA42761A029873	BGFA-1025246	13667	No 3rd gear	3rd, 4th, 5th clutches burned
2	19UYA42661A023613	BGFA-1018744	21960	Harsh downshifts	3rd clutch burned, 4th clutch shows signs of slipping
3	19UYA427X1A009402	BGFA-1003816	29912	Slips in all gears	3rd clutch and TC burnt
4	19UYA42651A09282	BGFA-1003724	38206	Will not shift at times	3rd clutch burned
5	19UUA56691A023409	B7WA-8025067	26645	Harsh shifts	3rd clutch burned

Chet EVP車 発生状況 HRA田中ACE連絡

【事象】 3速のみでクラッチ完全滑り。その他のギアでは滑り発生してない。
チェットさんの証言では3週間程前まではATに全く異常がなかったが、最近、3速に変速する時に少し吹きだしたかなと思いきや、この週末にバンという音と共に突然3速に入らなくなったとのこと。
また、これは前回発生し時の経緯と全く同じだそうです。
前回、分解確認で3速クラッチがスル剥け状態で ピストン脱落→リング切れ→クラッチ圧ジャジャ洩れに至ったことは確認できており、
今回も同じ事が起きたと推定される。
なお、前回の分解解析では3速クラッチ異常磨耗の原因説明はできていない。

【走行距離】 今回の発生距離は10707マイル。
前回は8572マイルで発生しミッション交換しているので、
今回のミッションは2千マイル強走行ただけで事象再発に至っている。

【ECU状況】 ECUにはフラッシュ用コネクターは無し。
車から外して確認したところ、部番ラベルには37820-PGE-A51とあり、
量産品のようだ。

【車体No.】	19UYA42791A000125
【事象Miss】	BGFA-1019575
【ENG号機】	JA32A2-1000123

HRA テックラインデータ

01M CL Type-S 詳細分類(変速異常・変速ショック・クラッチ滑り)

件数

0 5 10 15 20 25 30 35 40 45 50

クラッチ滑り

変速ショック大

変速せず

No吹き

P0730

変速が遅い

ガチャ音

P0780

急激なDNシフト

P01750

P0700,P0730

P0730,P0780

P0740,P01750

クリーブせず

テックラインコンタクト状況 トレンド監視データ 01CL

01M	3.2CL	Total Ords	Code	統計	Occ Rate	Symptom	01M	06Month Rg	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01
A	38188	1	P0730	32	0.088%	SHIFT CNTRL PRELM	24	33.3%	1	1	4	4	6	8
C		3	2520	24	0.066%	SLIPPING	20	10.0%	1	2	3	5	7	2
G	38199	2	P0740	28	0.077%	L/U SYS	18	21.7%		5	1	2	7	4
M		4	2570	23	0.064%	AUTO TRANS NOISE & VIBRATION	14	14.3%	1	1	3	4	3	2
		7	2511	16	0.044%	HARSH SHIFTING	13	23.1%	1		3	5	1	3
		6	2510	18	0.050%	SHIFT PROBLEMS	12	50.0%			1	4	1	6
		5	P1788	23	0.064%	LINEAR SOL PROBLEM	11	9.1%	3	1		5	1	1
		9	2573	11	0.030%	AUTO TRANS GEAR WHINE	7	0.0%		1	2	1	3	
		10	P1750	10	0.028%	3RD CLUTCH PRESS SW	7	14.3%			1	3	2	1
		11	2533	8	0.022%	NO WONT MOVE IN REVERSE/NO REVERSE	7	28.8%	1		2		2	2
		8	P0780	15	0.041%	MECH PROB @HYDRIC SYS	6	33.3%			1	2	1	2
		18	2513	5	0.014%	ERRATIC SHIFTING OR HUNTING BETWEEN GEARS	5	40.0%	1		1		1	2
		14	2530	6	0.017%	GAR WONT MOVE(TRANS)	4	25.0%			1		2	1
		18	2514	5	0.014%	NO UPSHIFT	4	28.0%				2	1	1
		12	2574	8	0.022%	CLUNK WHEN ENGAGING D OR R	3	33.3%			1	1		1
		13	2581	8	0.022%	AUTO TRANS LEAKS	3	33.3%	1		1			1
		20	2518	5	0.014%	FLEARES UP AT SHIFT	3	0.0%	1	2				
		22	2531	4	0.011%	WONT MOVE IN DRIVE	3	0.0%	1				2	
		24	2512	3	0.008%	JUDDER DURING SHIFTING	3	33.3%			2			1
		15	2575	6	0.017%	VIBRATION CAUSED BY T.C. LOCKING CLUTCH	2	0.0%				1	1	
		17	P1705	8	0.017%	A/T GEAR POS SWITCH	2	0.0%		1		1		
		21	P1709	5	0.014%	T/M DOES NOT SHIFT INTO SEQUENTIAL SPORTSHIFT MODE	2	0.0%		1			1	
		30	P1773	2	0.008%	A/T CLUTCH PCS VLV B	2	0.0%				1	1	
		16	P0700	8	0.017%	GET OBD II TRANS CD	1	0.0%		1				
		23	P1708	4	0.011%	A/T GEAR PCS SWITCH	1	0.0%				1		
		26	2590	3	0.008%	SHIFT CABLE	1	0.0%			1			
		27	P0710	3	0.008%	ATF TEMP SENSOR	1	0.0%	1					
		29	P0720	2	0.005%	C/S SPD SENS PROB	1	0.0%			1			
			2517	1			1	0.0%	1					
			2540	1			1	0.0%	1					
			2800	1			1	0.0%			1			
			2930	1			1	100.0%						1
			P0758	1			1	100.0%						1
		25	2515	3	0.008%	LATE UPSHIFT	0	#DIV/0!						
		28	2300	2	0.008%	DIFFERENTIAL	0	#DIV/0!						
			2500	1			0	#DIV/0!						
			2550	1			0	#DIV/0!						
			2571	1			0	#DIV/0!						
			P0715	1			0	#DIV/0!						
			P1751	1			0	#DIV/0!						
			P1753	1			0	#DIV/0!						

Type別状況 01CL

01M CL販売台数 8月末

3.2CL PREM	14570
3.2CL Sport	21629

合計:K	4	5	6	7	総計	Type
2300	2				2	PREM
2500			1		1	PREM With NAV
2510	3		7	8	18	TYPE-S
2511			10	8	18	TYPE-S With NAV
2512			3		3	
2513	2	1	1	1	5	
2514	1		3	1	5	
2515	1		1	1	3	
2518	1		4		5	
2517			1		1	
2520	1		13	10	24	
2530			4	2	6	
2531			3	1	4	
2533	3		2	3	8	
2540			1		1	
2550			1		1	
2570	8		11	4	23	
2571	1				1	
2573	2		6	3	11	
2574	3		4	1	8	
2575	4		1	1	6	
2581	5		2	1	8	
2590	1		2		3	
2600				1	1	
2930			1		1	
P0700		1	8		9	
P0710	2		1		3	
P0715	1				1	
P0720			2		2	
P0730	3	1	11	17	32	
P0740	4	2	14	8	28	
P0758			1		1	
P0780	6	1	6	2	15	
P1705	1		5		6	
P1706	3	1			4	
P1709			3	2	5	
P1750	2		5	3	10	
P1751	1				1	
P1753			1		1	
P1788	4	4	9	8	25	
P1773				2	2	
総計	85	11	145	84	305	

発生比率

シフト関連

全体



テックラインコンタクト状況 トレンド監視データ 01TL

Q1M	3.2TL	Total	Order	Code	総計	Occ Rate	Symptom	BM	6Month Re	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01
A	35184	1	2570	25	0.071%	AUTO TRANS NOISE & VIBRATION	22	4.5%	4	2	7	2	6	1	
C		2	P0740	21	0.080%	L/U SYS	14	14.3%	8	1	3		2	2	
G	35184	6	2520	12	0.034%	SLIPPING	12	41.7%	1	1		2	3	5	
M		7	P0730	12	0.034%	SHIFT CNTRL PRBLM	12	75.0%				2	1	8	
		5	2581	18	0.037%	AUTO TRANS LEAKS	11	18.2%	2			6	2	2	
		8	2510	11	0.031%	SHIFT PROBLEMS	11	27.3%		4			4	3	
		3	2573	14	0.040%	AUTO TRANS GEAR WHINE	6	16.7%		1		4		1	
		4	P1750	14	0.040%	3RD CLUTCH PRESS SW	8	0.0%	1		2		3		
		11	2300	5	0.014%	DIFFERENTIAL	4	26.0%	2			1		1	
		12	2512	4	0.011%	JUDDER DURING SHIFTING	4	0.0%	1	1	1	1			
		9	P1768	9	0.028%	LINEAR SOL PROBLEM	3	33.3%					2	1	
		10	2511	8	0.017%	HARSH SHIFTING	3	0.0%	1			2			
		13	2530	4	0.011%	GAR WONT MOVE(TRANS)	3	66.7%			1			2	
		18	2533	3	0.009%	NO WONT MOVE IN REVERSE/NO REVERSE	3	33.3%				1	1	1	
		14	2575	4	0.011%	VIBRATION CAUSED BY T.C. LOCKING CLUTCH	2	0.0%				1	1		
		17	2513	3	0.009%	ERRATIC SHIFTING OR HUNTING BETWEEN GEARS	2	100.0%						2	
		15	P0780	4	0.011%	MECH PROB @HYDRIC SYS	1	0.0%				1			
		16	P1705	4	0.011%	A/T GEAR POS SWITCH	1	100.0%						1	
		19	P1751	3	0.009%	MECH PROB @HYDRIC SYS	1	0.0%			1				
		20	2500	2	0.008%	AUTOMATIC TRANS GENERAL	1	0.0%	1						
		21	2517	2	0.006%	WONT DOWNSHIFT/NO KICKDOWN	1	0.0%		1					
		22	2540	2	0.006%	TRANS CAUSES ENGINE TO STALL	1	0.0%				1			
		23	P0710	2	0.006%	ATF TEMP SENSOR	1	100.0%						1	
		24	P0715	2	0.006%	M/S SPD SNSR/SLIP	1	0.0%	1						
		25	2514	1	0.003%	NO UPSHIFT	1	100.0%						1	
		26	2515	1	0.003%	LATE UPSHIFT	1	0.0%			1				
		27	2516	1	0.003%	FLEARES UP AT SHIFT	1	100.0%						1	
		28	2671	1	0.003%	GRINDING WHEN SHIFTED FROM REVERSE TO PARK	1	0.0%			1				
		29	2674	1	0.003%	CLUNK WHEN ENGAGING D OR R	1	0.0%	1						
			P0753	1			1	0.0%				1			
		30	2590	1	0.003%	SHIFT CABLE	0	#DIV/0!							

テックラインコンタクト状況 トレンド監視データ 02TL

02M	3.2TL	Total Ords	Code	総計	Occ Rate	Symptom	6M	6Month Re	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01
A	30707	1	P0740	10	0.039%	L/U SYS	10	10.0%	1	1	8		1	1
C		2	P0780	8	0.028%	MECH PROB @HYDRIC SYS	8	50.0%		2		1	1	4
G	30707	3	2510	7	0.023%	SHIFT PROBLEMS	7	14.3%		1	2		3	1
M		4	2581	5	0.018%	AUTO TRANS LEAKS	5	20.0%		1	1	2		1
		5	2511	4	0.013%	HARSH SHIFTING	4	25.0%		1	1	1		1
		6	2670	4	0.013%	AUTO TRANS NOISE & VIBRATION	4	25.0%	1			1	1	1
		7	P0720	3	0.010%	G/S SPD SENS PROB	3	33.3%				2		1
		8	P1750	3	0.010%	3RD CLUTCH PRESS SW	3	66.7%					1	2
		9	2580	2	0.007%	SHIFT CABLE	2	0.0%			1		1	
		10	P0715	2	0.007%	M/S SPD SNSR/SLIP	2	50.0%				1		1
		11	2500	1	0.003%	AUTOMATIC TRANS GENERAL	1	100.0%						1
		12	2516	1	0.003%	FLEARES UP AT SHIFT	1	0.0%		1				
		13	2520	1	0.003%	SLIPPING	1	100.0%						1
		14	2531	1	0.003%	WONT MOVE IN DRIVE	1	0.0%				1		
		15	2533	1	0.003%	NO WONT MOVE IN REVERSE/NO REVERSE	1	0.0%					1	
		16	2573	1	0.003%	AUTO TRANS GEAR WHINE	1	0.0%				1		
		17	2574	1	0.003%	CLUNK WHEN ENGAGING D OR R	1	0.0%			1			
		18	2575	1	0.003%	VIBRATION CAUSED BY T.C. LOCKING CLUTCH	1	0.0%			1			
		19	2600	1	0.003%	AUTO TRANS WARN LITE ON	1	0.0%		1				
		20	2630	1	#DIV/0!	VIBRATION FROM AXLE	1	0.0%			1			
		21	P1705	1	0.003%	A/T GEAR POS SWITCH	1	0.0%	1					
		22	P1709	1	0.003%	T/M DOES NOT SHIFT INTO SEQUENTIAL SPORTSHIFT MODE	1	100.0%						1
		23	P1751	1	0.003%	MECH PROB @HYDRIC SYS	1	0.0%					1	
		24	P1768	1	0.003%	LINEAR SOL PROBLEM	1	0.0%	1					
		25	P1870	1	#DIV/0!	FILL IN DESC AND CD	1	0.0%		1				

Type別状況 02TL

02M TL販売台数 8月末

3.2TL	14766
3.2TL Type-s	15941

合計:K						Type
	6	7	8	9	総計	6 TL
2500		1			1	7 TL-NAV
2510	2		4	1	7	8 TYPE-S
2511			3	1	4	9 TYPE-S With NAV
2516	1				1	
2520			1		1	
2531			1		1	
2533	1				1	
2570	2		2		4	
2573				1	1	
2574	1				1	
2575	1				1	
2581	1	1	1	2	5	
2590	2				2	
2600				1	1	
2930			1		1	
P0715			1	1	2	
P0720	1		2		3	
P0740	4	2	1	3	10	
P0780	2		5	1	8	
P1705			1		1	
P1709			1		1	
P1750	1		2		3	
P1751				1	1	
P1768				1	1	
P1870				1	1	
総計	19	4	26	14	63	

発見提案

- ・3rdクラッチ焼けの原因解析を行い、対策の提案をお願いします。

- ・現品の状況

市場発生ミッション 2台 本日 HRA経由AEPに依頼

Chet EVP車 先週末 現地発送予定 発送の確認未

Analysis of Causes of CO-S (CL Type S) 3rd Clutch Burning

01M CL Transmission Failure (3rd Clutch Burned)

Progress of Analysis and Future Actions to Take

October 11, 2001

Nature of CO-S Transmissions Called in from the Market

No	VIN#	Miss #	Complaint	Mileage (in km)	Remark
1	19UYA42781A000125	BGFA-1019575	No 3rd gear	3416	Transmission of Chet EVP monitor vehicle
2	19UYA42761A029873	BGFA-1025246	No 3rd gear	21867	
3	19UYA42661A023613	BGFA-1018744	Harsh downshift	35136	

✂ The No.2 and No.3 transmissions are those undergone primary analysis conducted by AEP.

Results of Primary Analysis of CO-S Transmissions Called in from the Market

No	Miss #	Clutch burning					Control unit check result	Torque converter burning
		1st•L/H	2nd	3rd	4th	5th		
1	BGFA-1019575	B	B-	C	B	A-	No valve sticking. No problem with hydraulic pressure excepting 3rd.	—
2	BGFA-1025246	OK	OK	Burned	Burned	Burned	No problem found when checked by AEP.	OK
3	BGFA-1018744	OK	OK	Burned	Shows signs of slipping	OK	↑	OK

- Transmission of Chet EVP monitor vehicle had no other problems than the 3rd clutch problem.
- Disk is completely worn and piston ring is broken. From this condition, it is impossible to determine whether it is due to burning or premature wear. For this reason, analysis should be proceeded as shown on the next page to determine the course of action.

How to Proceed with the Analysis of Causes of CO-S Clutch Burning

No	Item / Content	Purpose	Transmission			Schedule					
			1	2	3	8	12	15	19	23	26
1	Evaluation of clutch disk as to amount of wear and burned level	To analyze causal factors of burning • Wear due to burning • Problem due to premature wear	Finished	○	○		▽				
2	Dynamic characteristics of clutch piston	To verify whether out of spec	○	○	○			▽	▽		
3	Clutch return spring load	↑	○	○	○		▽		▽		
4	Measurement of deformation of clutch return spring guide	To measure profile	○	○	○		▽		▽		
5	Dimensional inspection of 3rd clutch guide	To verify whether out of spec	○	○	○		▽		▽		
6	Checking of control unit	To check hydraulic control unit for any valve stuck open/closed	Finished	Finished	Finished						
7	Checking of 3rd clutch lubrication system	To check dynamic lubrication rate	In progress	○	○					▽	
8		To check lubricating oil passage	○	○	○		▽				
9	Return spring guide-to-washer clearance	To verify drawing as to whether disk wear (maximum) can result in interference with washer							▽		
10	Recalculation of clutch capacity										
11	Checking of Q/A while shifting	To analyze shift mode To measure Q/A in Chat EVP driving mode							▽	▽	
12		To recalculate mode-specific Q/A while shifting								▽	▽ ★
13	Set load of return spring	To have a firm grasp of change in actual load in mass production							▽		
14	Strength of return spring guide	To confirm the time for a switchover from Japan supply parts to local parts To compare strength of Japan supply parts and local parts					▽				▽
15	Analysis of clutch return spring guide deformation mechanism	To measure load at beginning of deformation and identify variance between Japan supply parts and local parts by comparative study							▽	▽	
16		To conduct single clutch assembly test to verify whether guide deformation can result in interference					▽				

CO-S 3RDクラッチ焼け解析

01 CL 変速不良(3rD焼け)

**推進状況及び、
今後の展開内容**

01/10/11

CO-S 市場回収Miss 経歴

No	VIN#	Miss #	打上げ内容	走行 距離(km)	備考
1	19UYA42791A000125	BGFA-1019575	No 3rd ギヤ	3416	チェットEVP モニター車回収Miss
2	19UYA42761A029873	BGFA-1025246	No 3rd ギヤ	21867	
3	19UYA42661A023613	BGFA-1018744	Harsh Downshift	35136	

※ No.2,3の回収MissはAEPにて一次解析実施したMiss

CO-S 市場回収Miss 一次解析結果

No	Miss #	クラッチ焼け状況					制御系チェック	TC焼け
		1st・L/H	2nd	3rd	4th	5th		
1	BGFA-1019575	B	B-	C	B	A-	VLVスティックなし。 3RD以外の油圧は 問題なし	—
2	BGFA-1025246	OK	OK	焼け	焼け	焼け	AEPでの確認結果 問題なし	OK
3	BGFA-1018744	OK	OK	焼け	スリッ プ 痕あり	OK	↑	OK

- ・ チェットEVPモニター車回収Missは3RDクラッチ以外は問題なし。
- ・ 完全にディスク摩耗してピストンリング切れに至っている為、
 焼けによる摩耗か、早期摩耗によるものか原因の特定が不可能である。
 この為、次ページの通り、解析を推進して対策の方向性を決定する。

CO-S クラッチ焼け解析 展開内容

No	項目・内容	目的	T/Miss			確認時期					
			1	2	3	8	12	15	19	23	26
1	クラッチディスク摩耗量・ 焼けレベル評価	焼け要因分析 ・焼けによる摩耗 ・早期摩耗での不具合	済	○	○		▽				
2	クラッチピストン 動特性	SPECアウト品か、確認	○	○	○			▽	▽		
3	クラッチリターンSPG荷重	↑	○	○	○		▽		▽		
4	クラッチリターンSPGガイド ・変形量の測定	形状測定	○	○	○		▽		▽		
5	3RD クラッチガイド寸検	SPECアウト品か、確認	○	○	○		▽		▽		
6	制御系確認	油圧系、VLVロック確認	済	済	済						
7	3RDクラッチ 潤滑系確認	動的潤滑量の確認	確認中	○	○				▽		
8		潤滑油路系チェック	○				▽				
9	リターンSPGガイドと ワッシャーのクリアランス	ディスクの摩耗(最大)で ワッシャーと干渉するか図面検証							▽		
10	クラッチ容量 再計算										
11	変速時のQ/A確認	変速モード解析 チエツトEVPの走行モード計測						▽	▽		
12		モード別、変速Q/A再計算							▽	▽	☆
13	リターンSPG設定荷重	量産実力推移							▽		
14	リターンSPGガイド強度	・日供、現調切替え時期 ・日供vs現調品強度比較					▽				▽
15	クラッチリターンSPGガイド 変形メカニズム解析	変形する時の荷重計測及び 日供、現調品の差異比較						▽	▽		
16		クラッチ単体での ガイド変形による干渉確認					▽				

01M CL Transmission Failure (3rd Clutch Burned)

**Progress of Analysis of Causes of
CO-S (CL Type S) 3rd Clutch Burning**

November 2, 2001

Tabular Summary of Up-to-date Results of Analysis

No	Item / Content	Purpose	Transmission			Result
			1	2	3	
1	Evaluation of clutch disk as to amount of wear and burned level	To analyze causal factors of burning • Wear due to burning • Problem due to premature wear	Finished	Finished	Finished	
2	Dynamic characteristics of clutch piston	To verify whether out of spec	OK	OK	OK	Verified to be within spec; No problem
3	Clutch return spring load		OK	OK	OK	Verified to be within spec; No problem
4	Measurement of deformation of clutch return spring guide	To measure profile	Finished	Finished	Finished	Not measurable as the circlip area was missing
5	Dimensional inspection of 3rd clutch guide	To verify whether out of spec	OK	OK	OK	Verified to be within spec; No problem
6	Checking of control unit	To check hydraulic control unit for any valve stick operation	Finished	Finished	Finished	No problem at all
7	Checking of 3rd clutch lubrication system	To check dynamic lubrication rate	Finished	Finished	Finished	
8		To check lubricating oil passage	Finished	Finished	Finished	Verified to be within spec; No problem
9	Return spring guide-to-washer clearance	To verify drawing as to whether disk wear (maximum) can result in interference with washer	No interference when clutch clearance is at its limit (1.4mm) specified in drawing to ensure no flare-up of engine			
10	Recalculation of clutch capacity		Finished			
11	Checking of Q/A while shifting	To analyze shift mode To measure Q/A in Chet EVP driving mode	Not tested yet			
12		To recalculate mode-specific Q/A while shifting	Not tested yet			
13	Set load of return spring	To have a firm grasp of change in actual load in mass production	Verified to be within spec; No problem			
14	Strength of return spring guide	• To confirm the time for a switchover from Japan supply parts to local parts • To compare strength of Japan supply parts and local parts	<ul style="list-style-type: none"> - A switch from using Japan supply parts to using local parts was made in Apr 2000 - Guide strength : Local parts < Japan supply parts (when piston stroke is not less than 4mm) 			
15	Analysis of clutch return spring guide deformation mechanism	To measure load at beginning of deformation and identify variance between Japan supply parts and local parts by comparative study	If the clutch wear advances, the coned disk spring gets out of place and interference is thereby encountered between piston and hub and as a consequence, the guide is deformed.			
16		To conduct single clutch assembly test to verify whether guide deformation can result in interference				

Table of Results of Analysis of 3rd Clutch Burning

VEHICLE TYPE	MISSION #	MILEAGE	Clutch Clearance				
			1st	2nd	3rd	4th	5th
CO-SPORT	BGFA-1025234	12,248					
	BGFA-1018903	13,303		1.458			0.616
	BGFA-1024045	15,069					
	BGFA-1008881	20,053					
	BGFA-1008454	22,289			1.230		0.980
	BGFA-1001077	23,474				0.988	0.888
	BGFA-1010745	26,804				0.640	
CO-BASE	BGFA-1004824	10,885					
	BGFA-1024822	19,138					
	BGFA-1007056	20,897					
	BGFA-1002534	26,203					
	BGFA-1000723	37,154					
MDX	MGHA-1008333	11,192		1.319			
	MGHA-1001475	11,899					0.829
	MGHA-1004807	14,866					
	MGHA-1007511	20,468					
TL	B7WA-9002853	4,212					1.253
	B7WA-9000545	5687					
	B7WA-9000885	11,111					
	B7WA-9010224	18,630					
	B7WA-9002318	19,965					
	B7WA-9003075	28,458					

Transmissions called in because of other problems than shifting problems

Clutch burn level

A1	A2	B1	B2	C1	C2
----	----	----	----	----	----

The value corresponding to each clutch is the actually measured clutch clearance.

- Among the returned transmissions, there are transmissions whose 3rd clutches are burned independent of mileage.

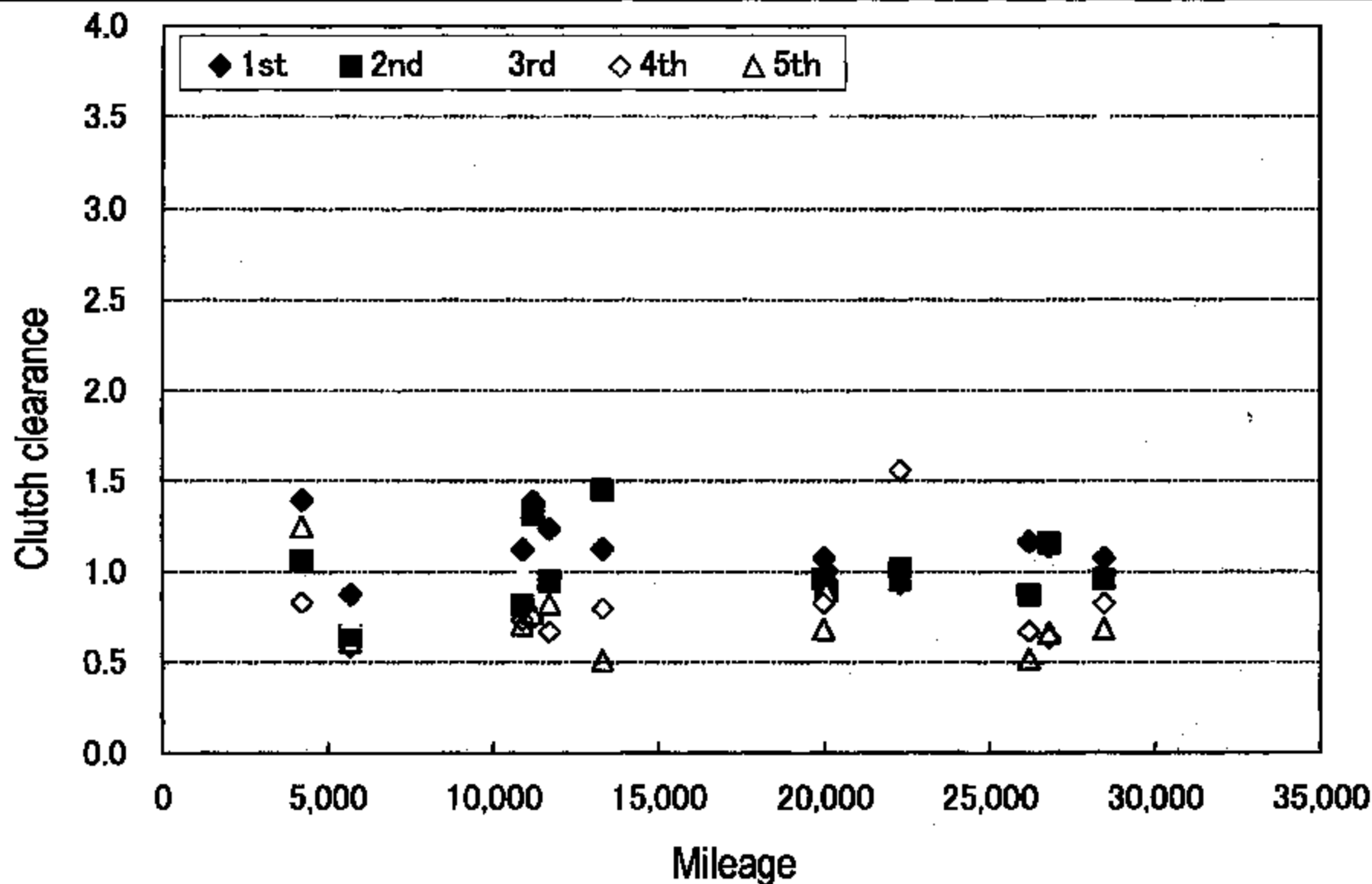
Results of analysis of transmissions called in from the market

TYPE	Number of transmissions analyzed	3rd clutch burned
TL	5	3
CO-SPORT	6	4
CO-BASE	3	1
MDX	3	0



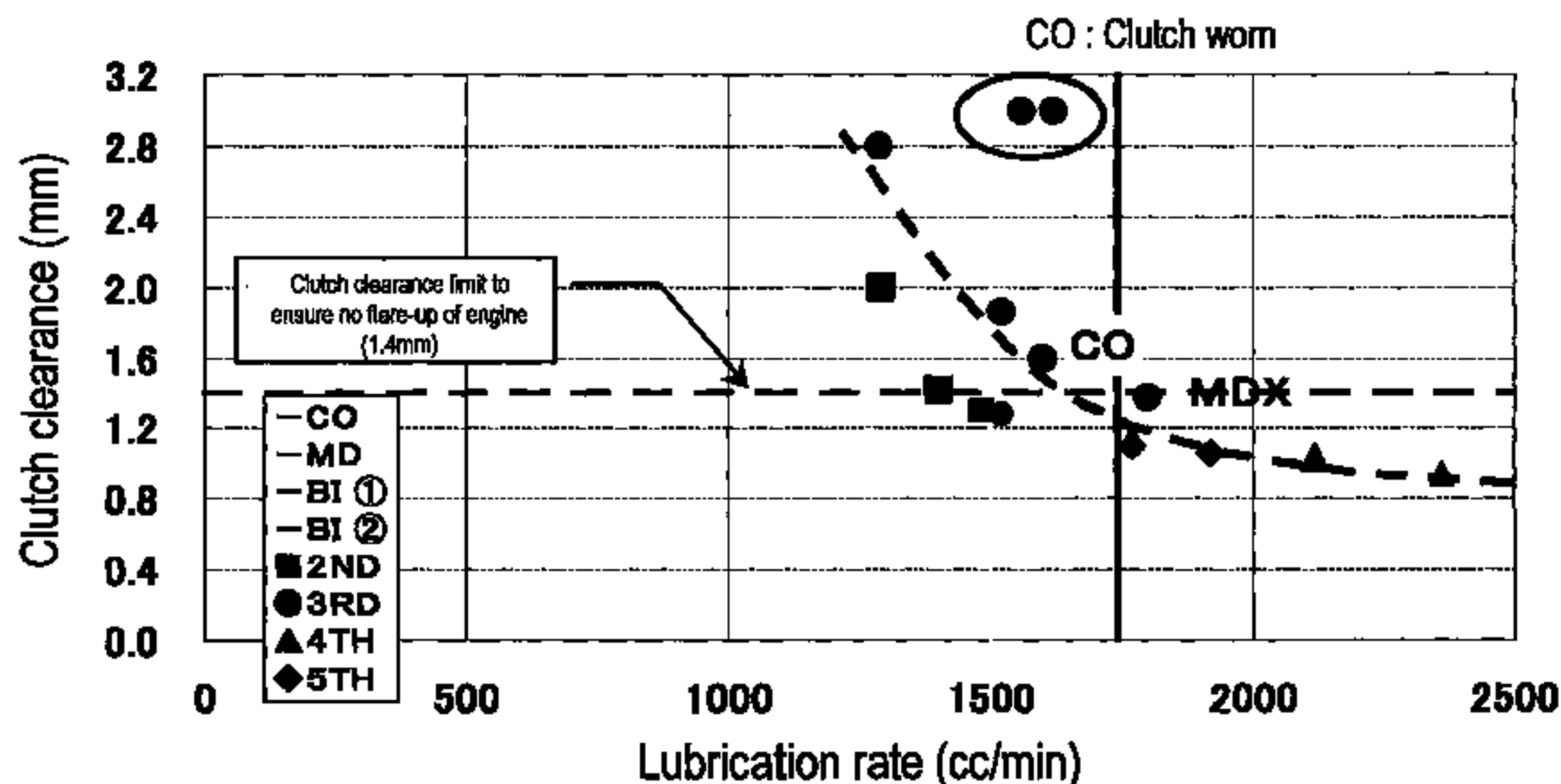
- The symptom "3rd clutch burned" is not a symptom peculiar to CO-S.

Comparison of Transmissions Called in from the Market (because of Shifting Problems) in terms of Mileage



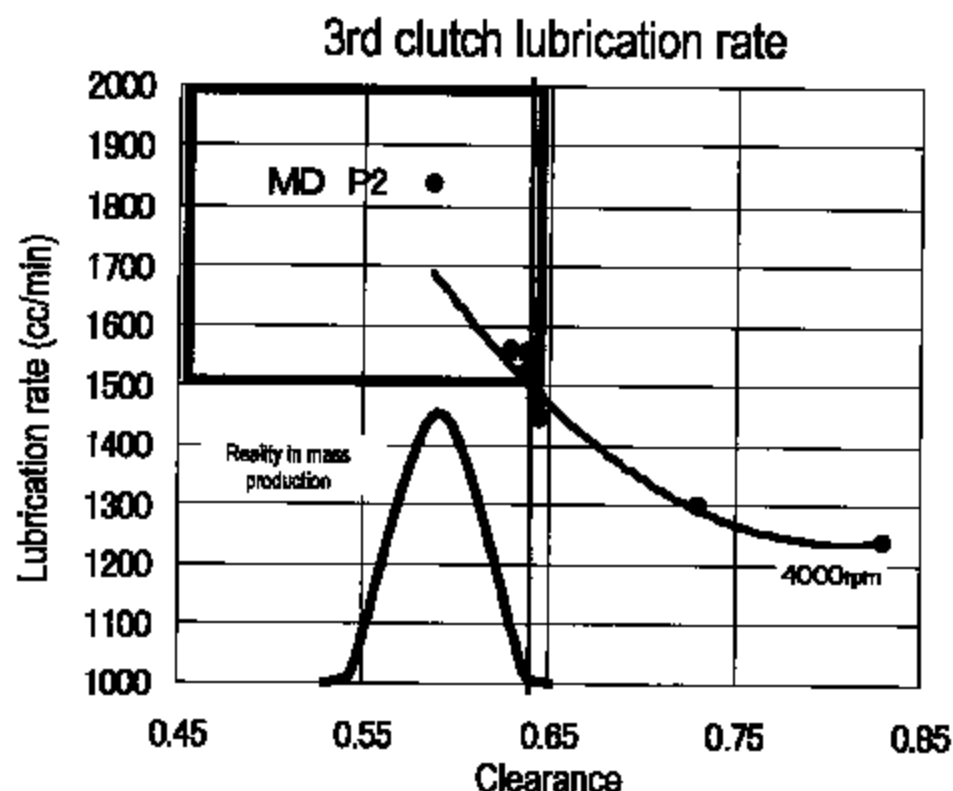
● Results of analysis of returned transmissions show that the symptom is not due to deterioration in durability.

Changes in lubrication rate and clutch clearance



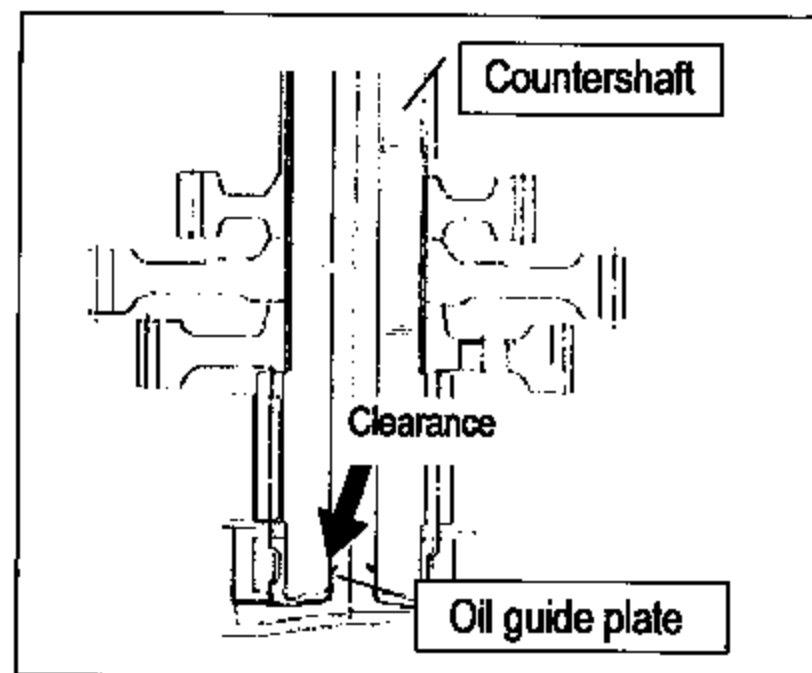
- CO-S needs lubrication to 3rd clutch at the rate of 1700cc/min.

Correlation between Countershaft-to-Oil Guide Plate Clearance and 3rd Clutch Lubrication Rate



: NP0 transmission, which passed FDD durability test, comes in this area

- 3rd clutch lubrication rate is affected by clearance between countershaft and oil guide plate.
(There is considerable variation in supply volume of lubricant to countershaft)



Results of dimensional inspection carried out to grasp the realities in mass production

	Countershaft (N=45)	Oil guide plate (N=60)
MAX	10.28	9.65
MIN	10.25	9.62
	$\phi 10.2 +0.15/-0.05$	$\phi 9.7 0/-0.2$
Average	$0.60 \sim 0.66$	
3 σ	$0.565 \sim 0.675$	

※ As a tentative mass production spec, set the maximum clearance at 0.65mm (and apply it from Nov 2).

Drawing revised to reflect the countermeasure is to be approved by KK in mid-Nov.

Proposed Improvement in Lubrication Specification

Item		Value specified in drawing / Target value	Test specification / Result					
			Base	Increase 3rd clutch lubrication rate	Increase 2nd clutch lubrication rate	Increase 4th clutch lubrication rate		
Orifice for supply to shaft		Main	φ 2.5	←	←	←		
		Secondary	φ 5.0	φ 4.5	←	←		
		Counter	φ 3.0	φ 3.0	φ 3.5	←	←	
Shaft collar hole	Supply to clutch	2nd clutch	φ 2.8	←	φ 4.0	←		
		5th clutch	φ 2.5 × 2	φ 2.5 × 2	φ 2.5 × 2	φ 2.5 × 1		
Countershaft and oil guide plate		Shaft inside diameter	MAX 10.350 MIN 10.150	10.245	←	←		
		Plate outside diameter	MAX 9.700 MIN 9.500	9.618	←	←		←
		Clearance	MAX 0.850 MIN 0.450	0.629	←	←		←

- The problem-solving specification is designed to secure the necessary lubrication rate for each clutch even if the countershaft-to-oil guide plate clearance is increased to the maximum.
- If the above specification is adopted as a countermeasure, lubrication to 3rd clutch at the rate of 1700cc/min is secured.

Future Activity

No	Content	Schedule									
		30	2	5	9	12	16	19	23	26	30
1	Optimization of clutch lubrication rate										
	• Verification of applicability of improved lubrication specification			▽							
	• Review of lubrication hole in 3rd clutch guide			▽							
2	Verification in Chet EVP driving mode			▽	▽						
	Verification of mode-specific clutch Q/A					▽	▽				
3	Clutch burning duplication test and confirmation of effectiveness of improved specification					▽				▽	★
											Fixing spec

Verification, testing, etc. for confirmation of durability will be proceeded as described above.

✳ The duplication test will cover 4,000 miles (the shortest mileage among the transmission-failed vehicles called in from the market) for verification.

END

Supplementary Data

Clutch Q/A while Shifting

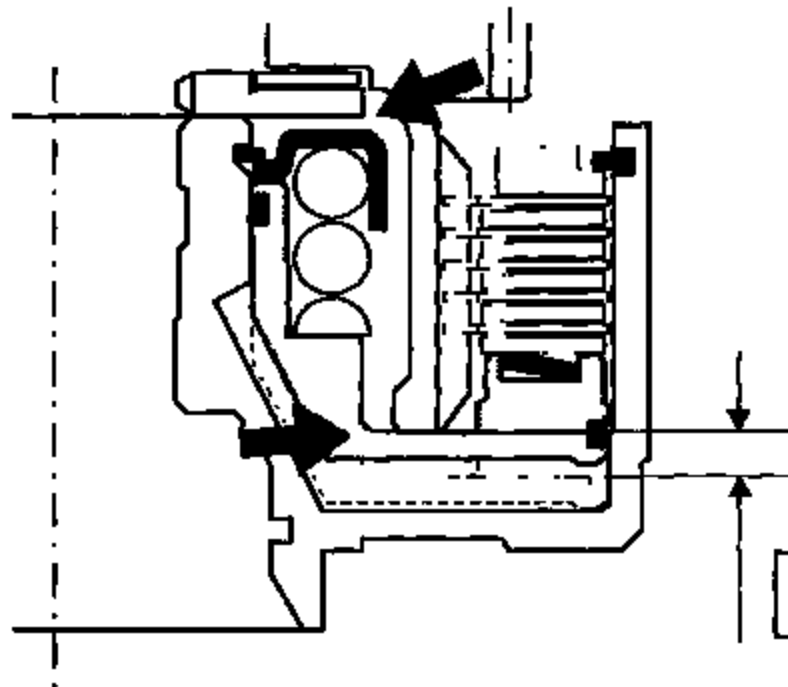
3rd clutch Q/A at CO-S (IQ-S) development

		CO-S		IQ-S
		MASK	FDD	MASK
WOT2-3UP	Qall	27772	27163	25969
	Q/A	88	86	82
	Δ Temp	100	97	93
WOT3-2KD	Qall	8994	13041	7152
	Q/A	28	41	23
	Δ Temp	23	40	15
0/8 5-3MD	Qall	30735	19691	39153
	Q/A	97	62	124
	Δ Temp	111	67	143

NOTE : WOT2-3UP = Wide Open Throttle 2-3 Upshift
 WOT3-2KD = Wide Open Throttle 3-2 Kickdown shift
 0/8 5-3MD = 0/8 (Closed) Throttle 5-3 Manual Downshift

● Clutch Q/A is not too high and is judged to be at acceptable level.

Analysis of Mechanism of Interference between Clutch Piston and Gear Hub

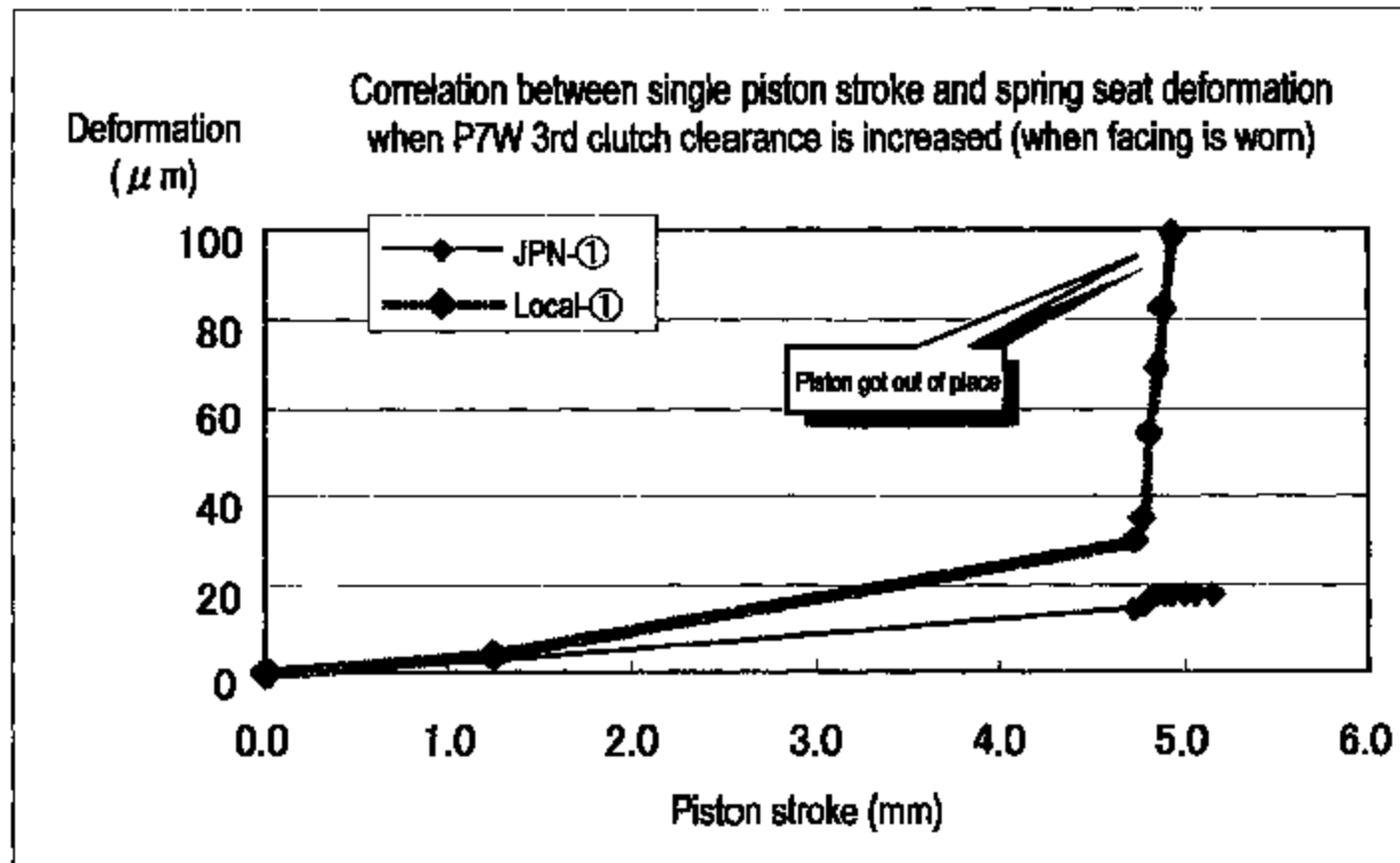


Item	Dimension (mm)
Minimum piston-to-gear hub clearance	3.53
Maximum initial piston stroke	1.70
Allowance for interference	1.83
Disk wear allowance/piece	0.37

Minimum piston-to-gear hub
clearance = 3.53mm

Interference between piston and gear hub and deformation of clutch return spring are secondary failures derived from clutch disk wear.

Verification of Strength of Clutch Return Spring Guide



The clutch return spring guide is considered to have deformed with the return spring in compressed condition, and such deformation is secondary failure derived from clutch wear.

01 CL 変速不良(3rD焼け)

CO-S 3RDクラッチ焼け 解析状況

02/NOV/'01

現在までの解析結果一覧

No	項目・内容	目的	T/Mss			結果
			1	2	3	
			済	済	済	
2	クラッチピストン 特性	SPECアウト品か、確認	OK	OK	OK	SPEC内で問題なし
3	クラッチリターンSPG荷重	↑	OK	OK	OK	SPEC内で問題なし
4	クラッチリターンSPGガイド ・変形量の測定	形状測定	済	済	済	サークリップ部の削れある為、 測定不能
5	3FDクラッチガイド寸検	SPECアウト品か、確認	OK	OK	OK	SPEC内で問題なし
6	制御系確認	油圧系、VLVロック確認	済	済	済	全て問題なし
7			済	済	済	
8		潤滑油路系チェック	済	済	済	SPEC内で問題なし
9	リターンSPGガイドと ワッシャーのクリアランス	クラッチディスクの摩耗(最大)で ワッシャーと干渉するか図面検証	図面上、吹き限界(1.4mm)において、干渉なし			
10	クラッチ容量 再計算		済			
11	変速時のQ/A確認	変速モード解析 ジェットEVPの走行モード計測	未テスト			
12		モード別、変速Q/A再計算	未テスト			
13	リターンSPG設定荷重	量産実力推移	SPEC内で問題なし			
14	リターンSPGガイド強度	・日供、現調切替時期 ・日供vs現調品強度比較	・00/APRより日供→現調 ・ガイド強度: 現調<日供 (ピストンが4mm以上ストロークした場合)			
15	クラッチリターンSPGガイド 変形メカニズム解析	変形する時の荷重計測及び 日供、現調品の差異比較	クラッチ摩耗が進むと風パネの脱落、 その後、ピストンとハブの干渉が発生し、 ガイドの変形に至る			
16		単体クラッチASSYでの ガイド変形による干渉確認				

3RD クラッチ焼け 解析結果一覧

CO-SPORT	BGFA-1026234	12,248					
	BGFA-1018903	13,303		1.455			0.516
	BGFA-1024045	15,069					
	BGFA-1008881	20,053					
	BGFA-1008464	22,289			1.230		0.980
	BGFA-1001077	23,474				0.986	0.888
	BGFA-1010745	26,804				0.640	
CO-BASE	BGFA-1004824	10,886					
	BGFA-1024822	19,138					
	BGFA-1007080	20,897					
	BGFA-1002884	26,203					
	BGFA-1000723	37,154					
MDX	MGHA-1008333	11,192		1.319			
	MGHA-1001475	11,699					0.829
	MGHA-1004807	14,866					
	MGHA-1007611	20,468					
TL	B7WA-8002863	4,212					1.253
	B7WA-8000846	5667					
	B7WA-8000885	11,111					
	B7WA-8010224	18,630					
	B7WA-8002318	19,965					
	B7WA-8009075	28,458					

シフト不良以外の
回収 Miss

Clutch Hear level

A1	A2	B1	B2	C1	C2
----	----	----	----	----	----

各クラッチの数値はクラッチクリアランス測定結果

- 走行距離に依存せず、
3RDクラッチが焼けた
回収 Missも存在する。

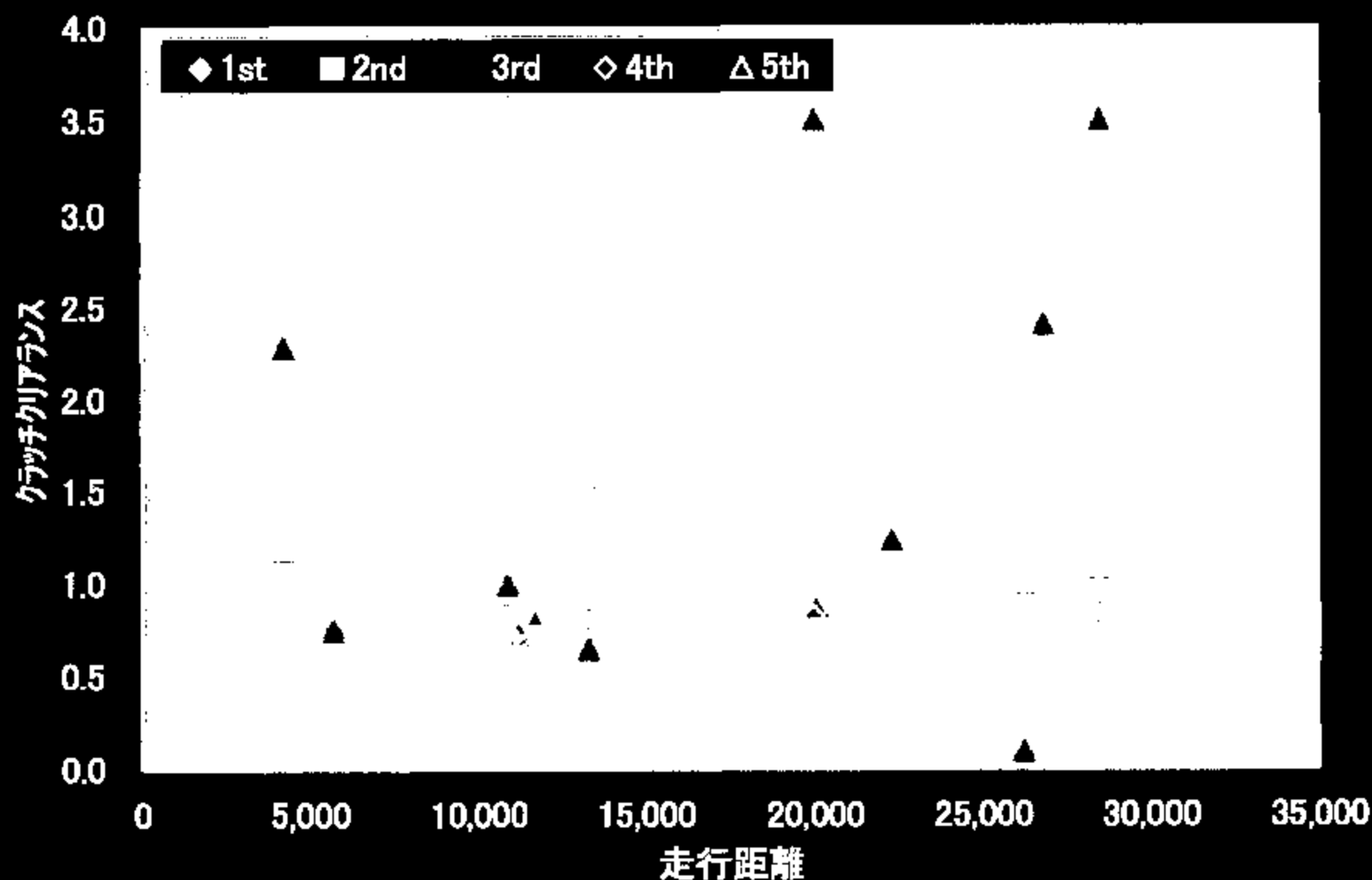
市場回収Miss解析一覧

TYPE	解析Miss数	クラッチ焼け
TL	5	3
CO-SPORT	6	4
CO-BASE	3	1
MDX	3	0



- 今回の事象は、
CO-Sに限定した事象ではない。

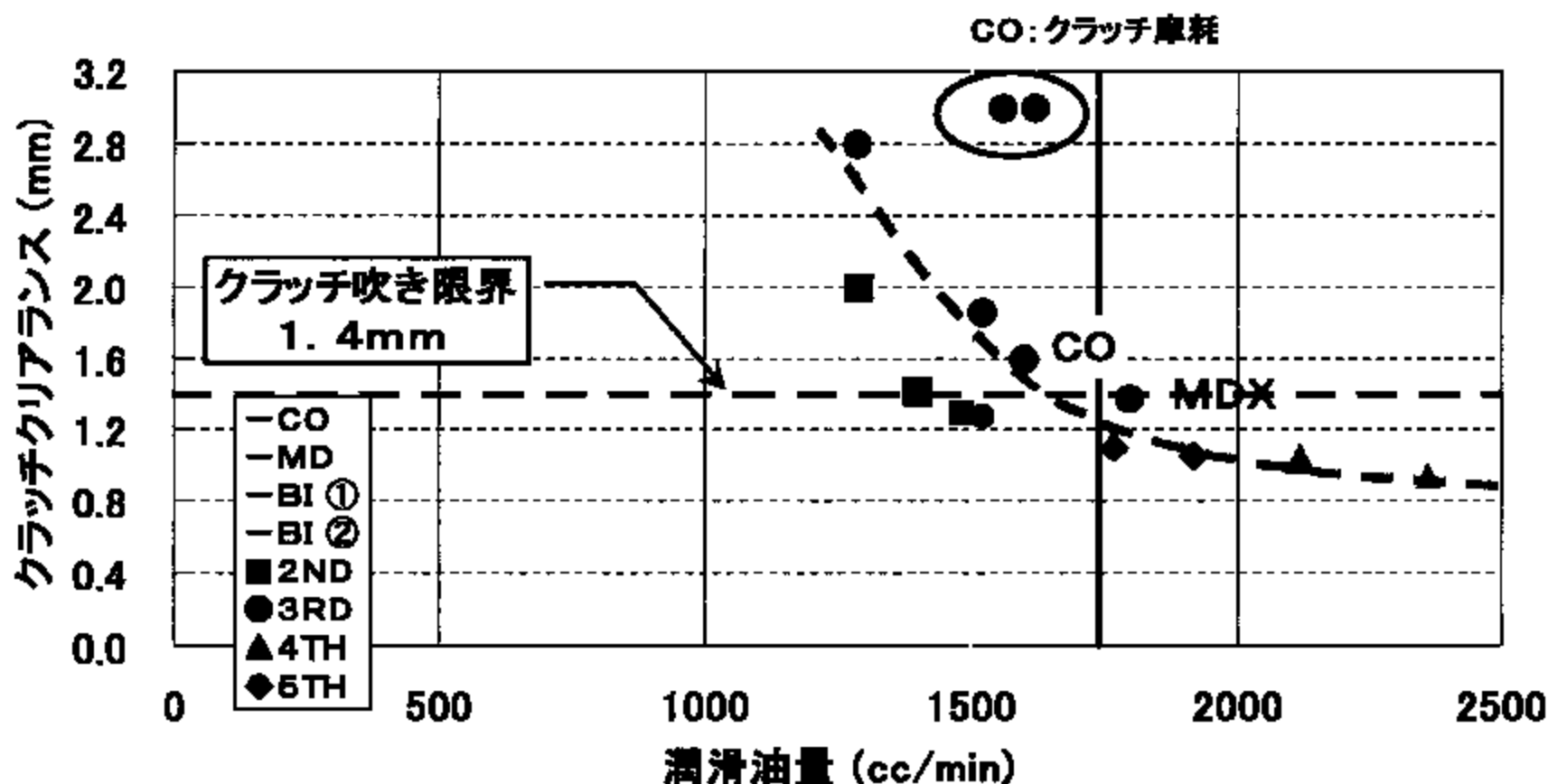
市場回収Miss(シフト不良) 走行距離別 比較



● 回収Missの解析結果から今回の事象は、耐久劣化型ではない。

3RD潤滑量とFDD耐久終了後のクラッチクリアランスの関係

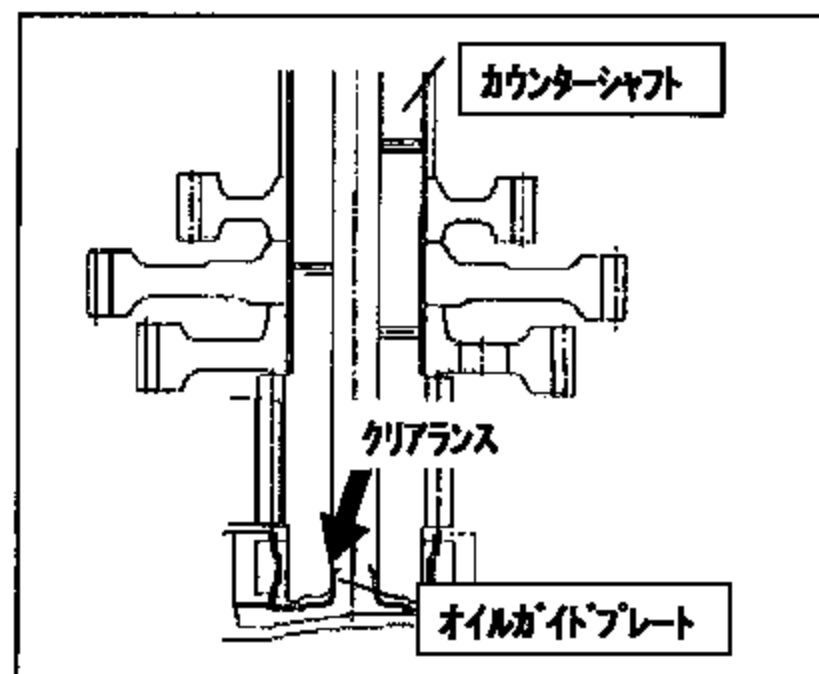
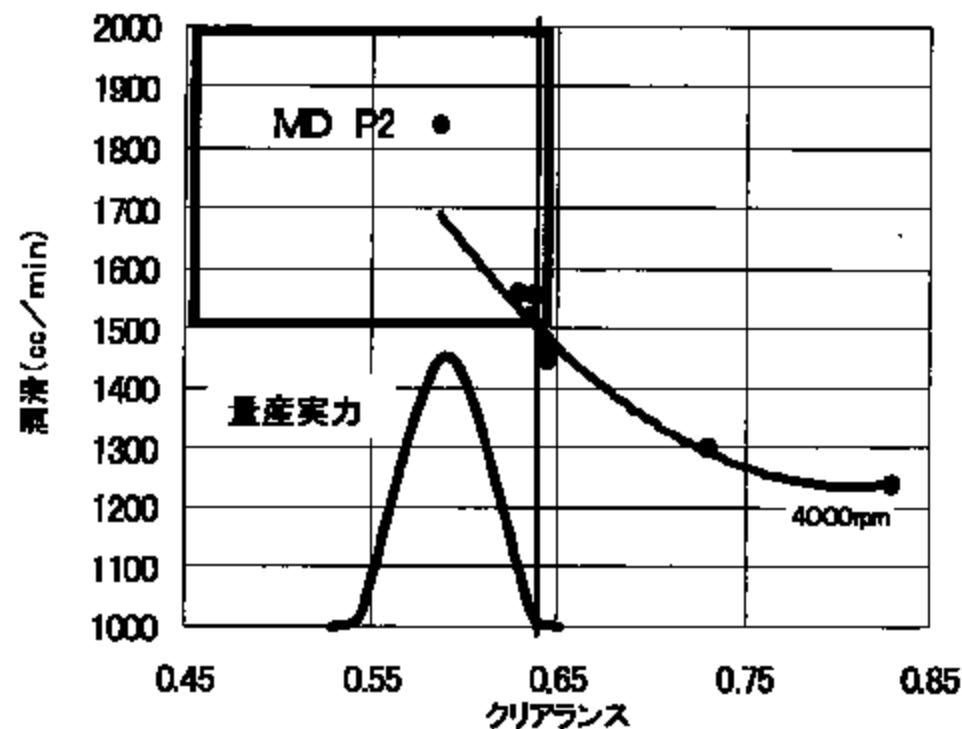
潤滑油量とクラッチクリアランス変化



● CO-Sは、3RDの潤滑量が1700ccが必要。

C.シャフト／オイルガイドプレート クリアランスと3RD潤滑量の関係

3RDクラッチ潤滑



のエリアは、今まで、NP0系 Miss FDD耐久OK品

- 3RDの潤滑量はC.シャフトと
オイルガイドプレートのクリアランスに影響される。
(C.シャフトの潤滑量に供給バラツキがある)

量産実力 寸検結果

	C.シャフト (N=45)	オイルガイドプレート (N=60)
MAX	10.28	9.65
MIN	10.25	9.62
	$\phi 10.2 +0.15/-0.05$	$\phi 9.7 0/-0.2$
平均	0.60~0.66	
3 σ	0.565~0.675	

※ 量産暫定仕様は、MAXクリアランスを0.65mmに設定。(02/Nov~)
図面化は、11月中旬に KK決裁予定。

潤滑仕様 対策案

項目		図面値 ／目標値	テスト仕様／結果				
			ベース	3RD 潤滑UP	2ND 潤滑UP	4TH 潤滑UP	
シャフト供給 オリフィス		メイン	φ 2.5	φ 2.5	←	←	←
		セカンダリー	φ 5.0	φ 5.0	φ 4.5	←	←
		カウンター	φ 3.0	φ 3.0	φ 3.5	←	←
シャフト カラー穴	クラッチ 供給	2NDクラッチ	φ 2.8	φ 2.8	←	φ 4.0	←
		5THクラッチ	φ 2.5×2	φ 2.5×2	φ 2.5×2	φ 2.5×2	φ 2.5×1
G/SHAFTと オイルガイドプレート		シャフト内径	MAX 10.350 MIN 10.150	10.245	←	←	←
		PLT外径	MAX 9.700 MIN 9.500	9.616	←	←	←
		クリアランス	MAX 0.850 MIN 0.450	0.629	←	←	←

- 対策仕様は、オイルガイドプレートとのクリアランスがMaxでも、各クラッチの潤滑量が確保できる仕様に設定。
- 上記対策により、3RD潤滑量が1700cc確保される。

今後の展開

No	内容	日程									
		30	2	5	9	12	16	19	23	26	30
1	クラッチ 潤滑量の適性化 ・潤滑仕様の適性ダメ 確 ・3RDクラッチガイド潤滑穴見直し										
				▽							
				▽							
2	チェットEVP走行モード検証 モード別 クラッチ発熱量確認			▽	▽	▽	▽				
3	クラッチ焼け 再現テスト 及び対策仕様効果確認					▽				▽	☆ 仕様Fix

上記内容にて耐久見極めを実施。

※ 再現テストは、4000mileで検証する(市場回収Missの最短走行距離)

END

補足資料

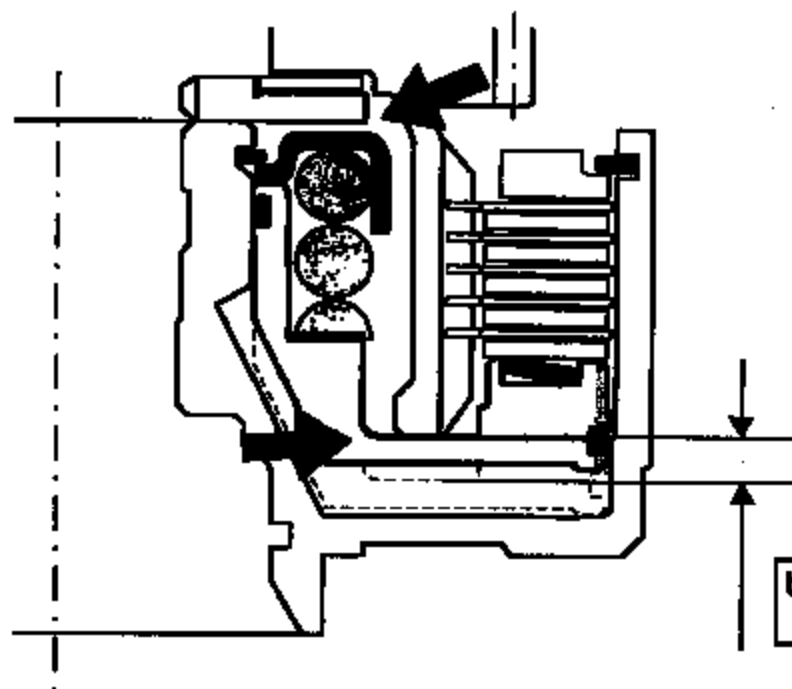
変速時の発熱量

CO-S(IQ-S)開発時 3rd発熱量

		CO-S		IQ-S
		MASK	FDD	MASK
WOT2-3UP	Qall	27772	27163	25969
	Q/A	88	86	82
	Δ Temp	100	97	93
WOT3-2KD	Qall	8994	13041	7152
	Q/A	28	41	23
	Δ Temp	23	40	15
0/8 5-3MD	Qall	30735	19691	39153
	Q/A	97	62	124
	Δ Temp	111	67	143

- クラッチ発熱量は、極めて高くはない為、問題なしと判断する。

クラッチピストンとギヤハブ干渉メカニズム解析

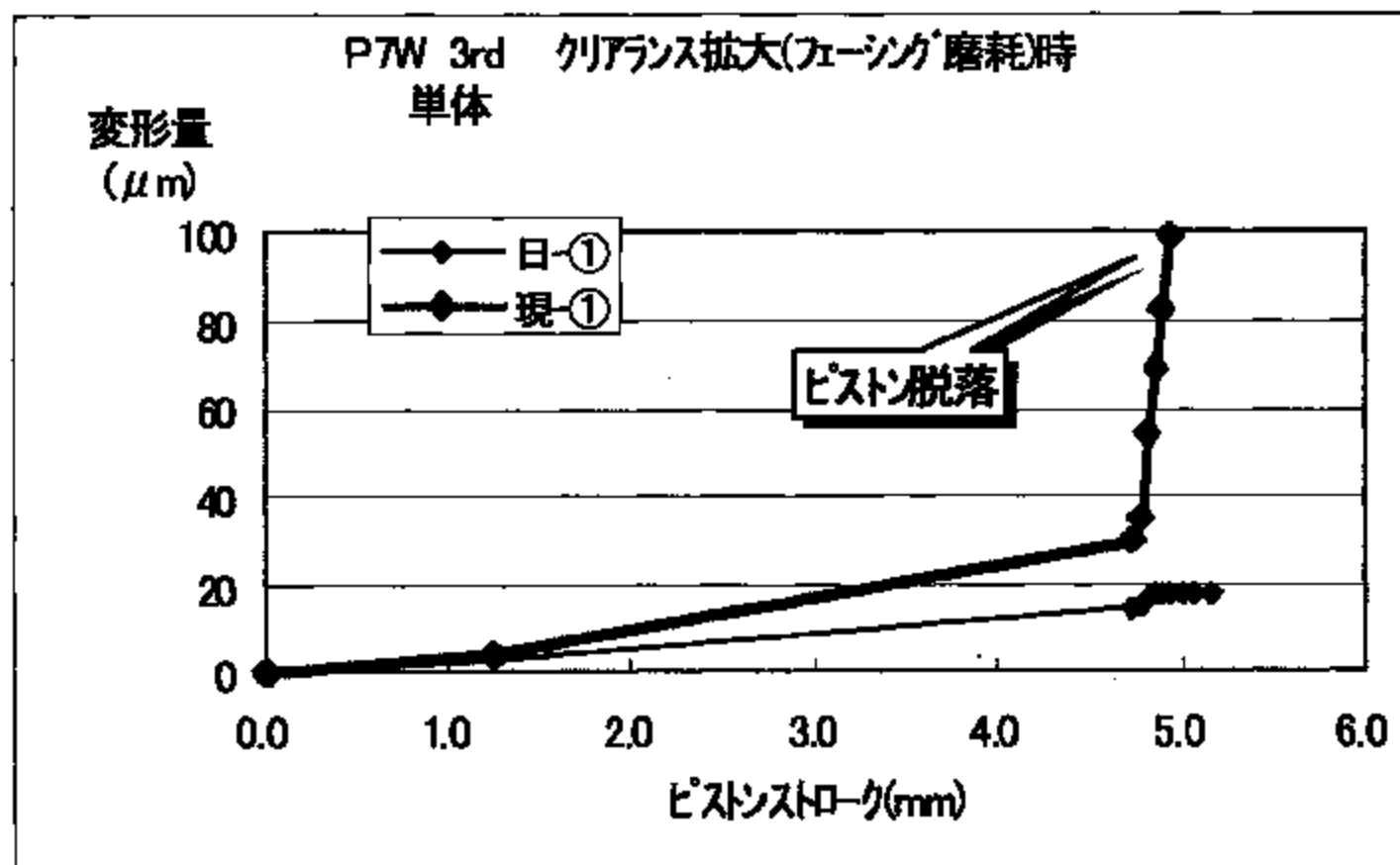


項目	寸法(mm)
ピストンギヤハブ干渉 クリアランス MIN	3.53
初期ピストンストローク MAX	1.70
干渉までの許容量	1.83
ディスク摩耗許容量/枚	0.37

ピストンギヤハブ干渉クリアランスMIN
= 3.53mm

ピストンとギヤハブの干渉及び、クラッチリターンSPGガイドの変形は、クラッチディスクの摩耗によって発生したもので、2次被害である。

クラッチリターンSPGガイドの強度確認



クラッチリターンSPGガイドの変形は、リターンSPGが密着した状態で発生したと考えられ、クラッチ摩耗による2次被害である。

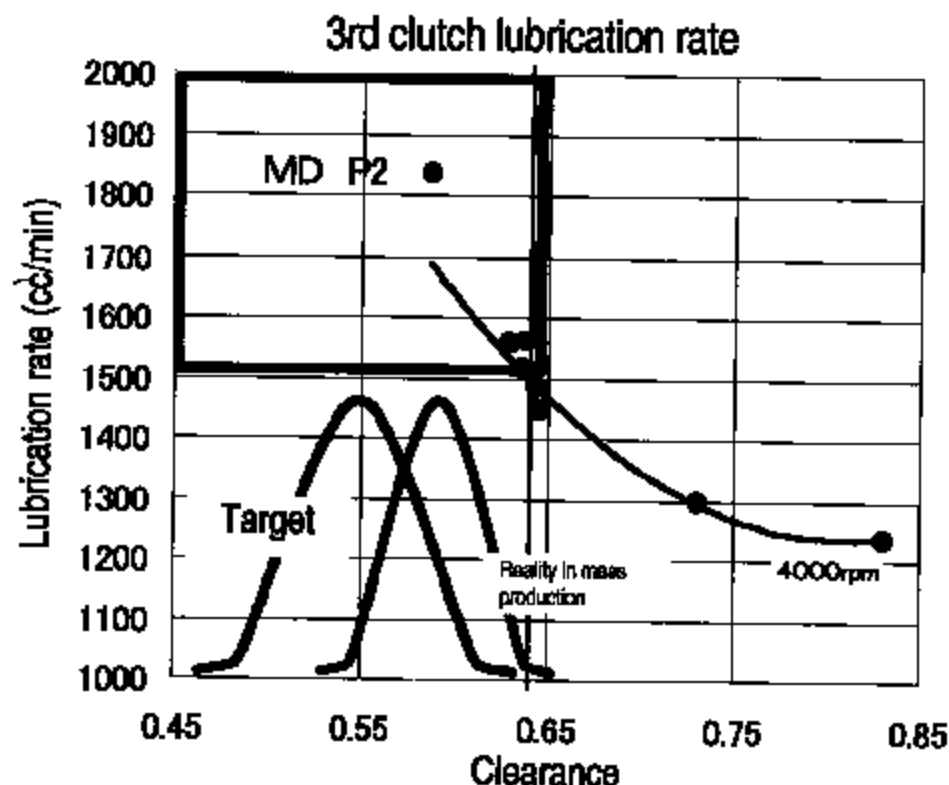
01M CL Transmission Failure (3rd Clutch Burned)


Progress of Analysis of Causes of CO-S (CL Type S) 3rd Clutch Burning

December 6, 2001

- **Tentative Problem-solving Specification**
- **Analysis of Chet EVP Monitor Vehicle's Driving Modes**
- **Additionally Proposed Problem-solving Specification**
- **Clutch Q/A at Development**
- **Future Activity Schedule**

Correlation between Countershaft-to-Oil Guide Plate Clearance and 3rd Clutch Lubrication Rate



 : NP0 transmission, which passed FDD durability test, comes in this area

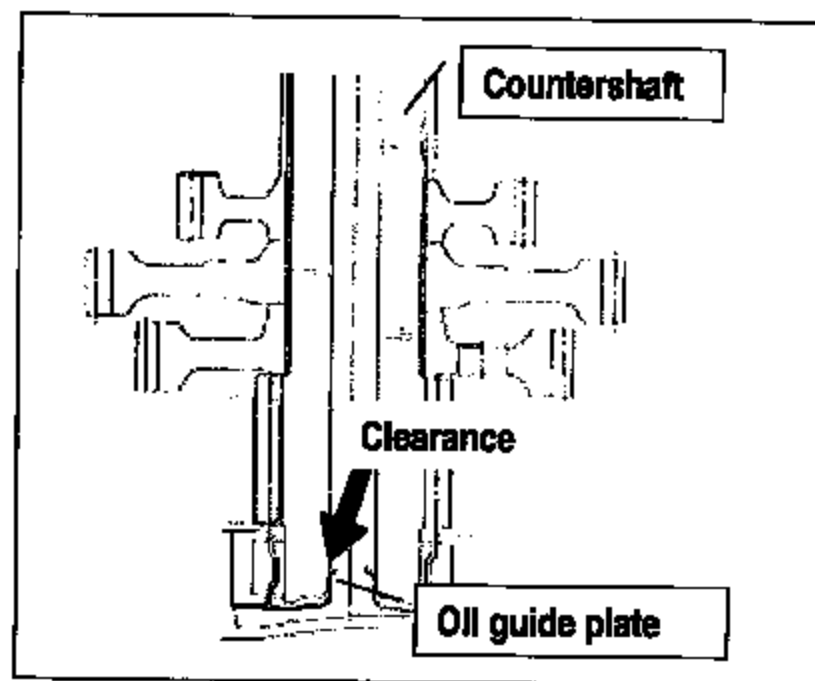
【Mass production design change specification】

Clearance fit between countershaft and oil guide plate is decreased

- Countershaft 10.2 ± 0.05
- Oil guide plate $9.7 \text{ } 0 / -0.1$

The above dimensional change has been applied to countershafts for production on and after Dec 3.

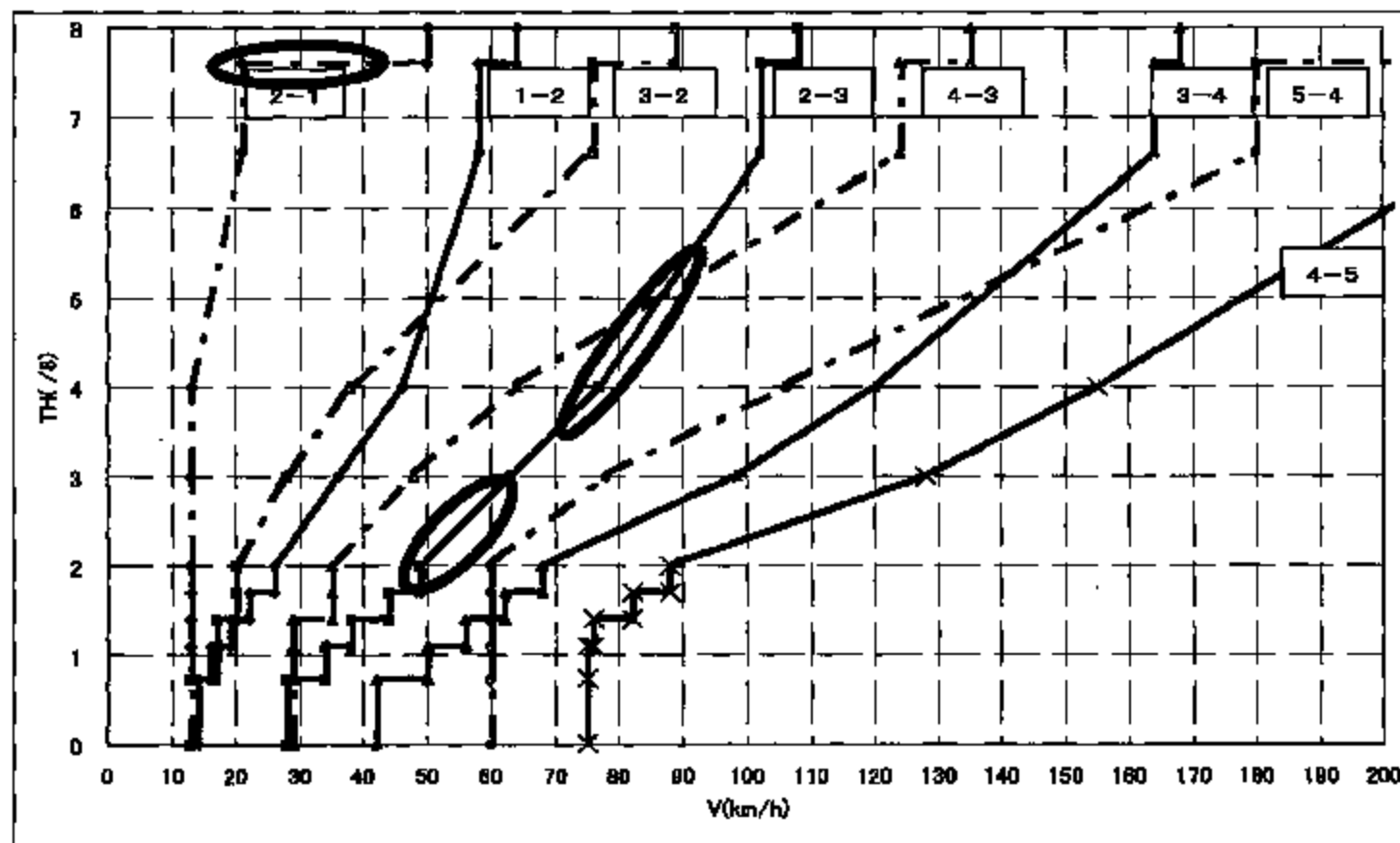
Drawing issue for production was scheduled for Nov 30.



Results of dimensional inspection carried out to grasp the realities in mass production

	Countershaft (N=45)	Oil guide plate (N=60)
MAX	10.28	9.65
MIN	10.25	9.62
Value specified in drawing	$\phi 10.2 +0.15 / -0.05$	$\phi 9.7 \text{ } 0 / -0.2$
Average	$0.60 \sim 0.66$	
3 σ	$0.565 \sim 0.675$	

Analysis of AH Chet EVP Monitor Vehicle's Driving Modes ~1



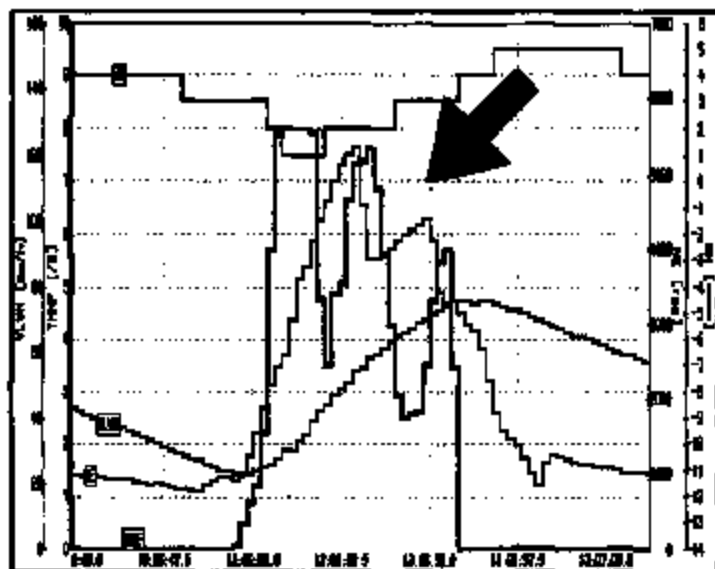
 : Mode frequently used while driving

【Findings of analysis】

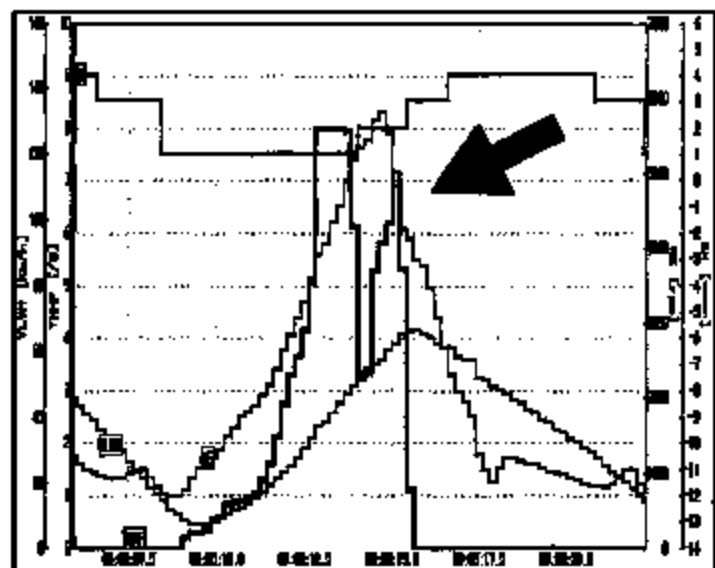
- ◆ Frequent re-acceleration from low-speed range. 3-1/4-1 kickdown shift, decelerating from 20 to 40km/h.
- ◆ Not “full-throttle, constant acceleration” but “throttle opening TH=6/8 at the maximum” on 2-3 upshift.

Analysis of AH Chet EVP Monitor Vehicle's Driving Modes ~2

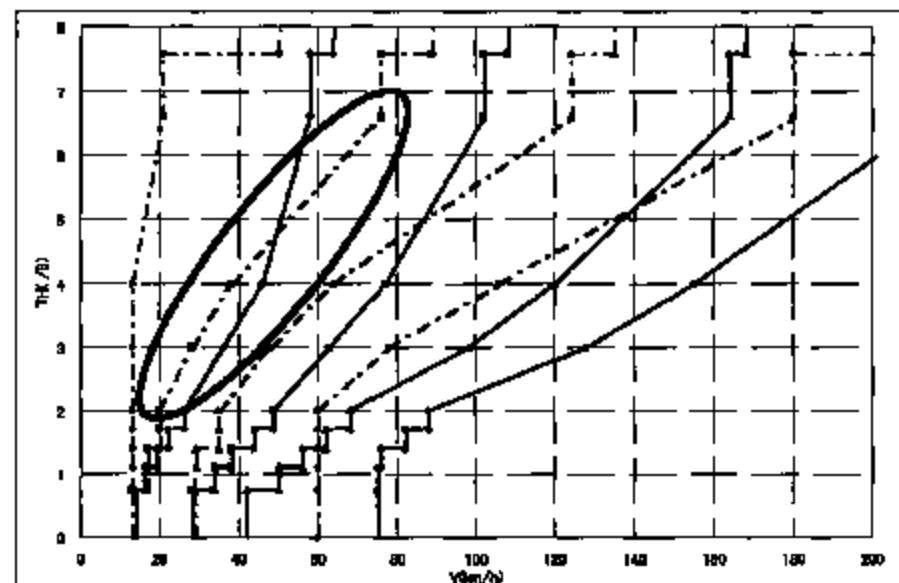
Acceleration from 20km/h to 75km/h



Acceleration from 10km/h to 60km/h



Reconfirmation of 3rd clutch pressure allowance for slippage



Work will be proceeded focusing on the following matters:

- ◆ 3rd clutch Q/A analysis
- ◆ 3rd clutch pressure allowance for slippage

Proposed Improvement in Lubrication Specification

Additional problem-solving specification

【Purpose】

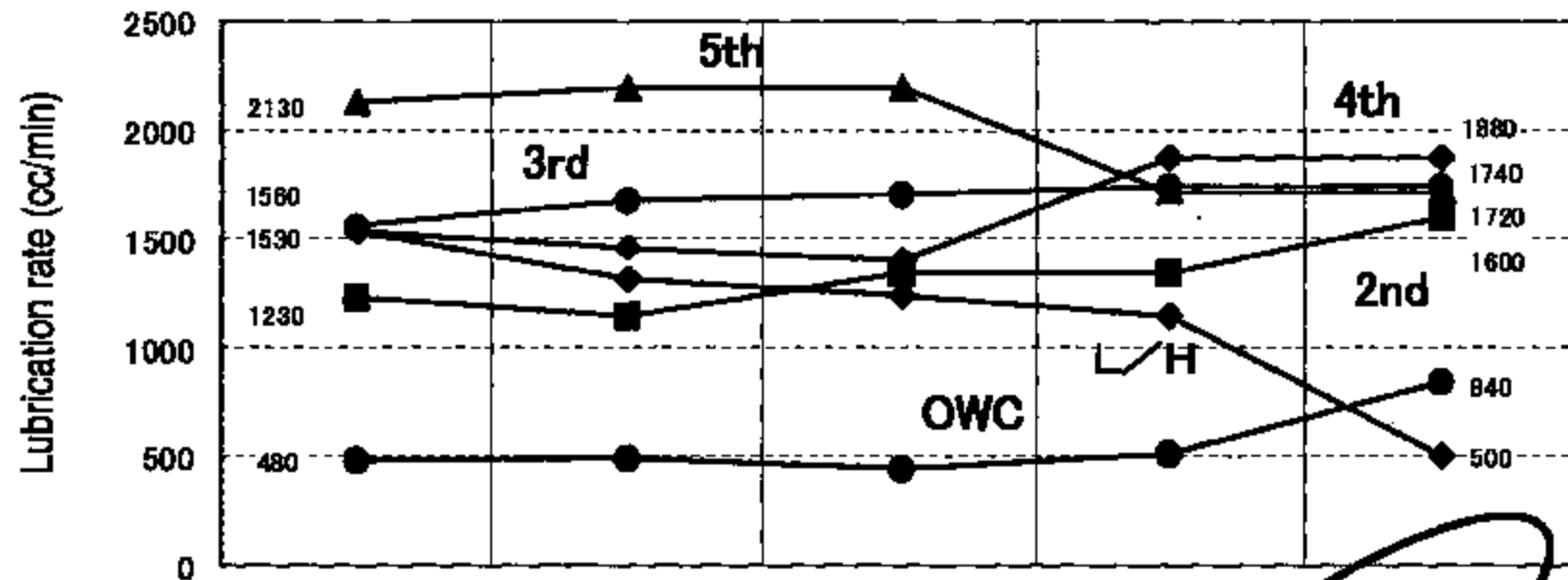
- Optimize low hold (L/H) clutch lubrication rate and review the entire clutch lubrication rate to ensure the optimal distribution of lubricant

【Problem-solving specification】

- Clearance between L/H clutch hub and secondary shaft is decreased
- One-way clutch (OWC) end bearing is added
- ✂ Concrete values to be specified in drawing are, together with production engineering, under consideration.

Countermeasure Proposed to Increase 3rd Clutch Lubrication Rate

			Base	3RD	2ND	4TH	L/H and others
Orifice for supply to shaft		Main	φ 2.5	←	←	←	←
		Secondary	φ 5.0	φ 4.5	←	←	←
		Counter	φ 3.0	φ 3.5	←	←	←
Shaft collar hole	Supply to clutch	2nd clutch	φ 2.8	←	φ 4.0	←	←
		5th clutch	φ 2.5 × 2	φ 2.5 × 2	φ 2.5 × 2	φ 2.5 × 1	←
L/H clutch-to-shaft clearance		Clearance	1.15~1.45	←	←	←	←



Clutch Q/A while Shifting

3rd clutch Q/A at CO-S (IQ-S) development

		CO-S		IQ-S
		MASK	FDD	MASK
WOT2-3UP	Qall	27772	27163	25969
	Q/A	88	86	82
	Δ Temp	100	97	93
WOT3-2KD	Qall	8994	13041	7152
	Q/A	28	41	23
	Δ Temp	23	40	15
O/B 5-3MD	Qall	30735	19691	39153
	Q/A	97	62	124
	Δ Temp	111	67	143

NOTE : WOT2-3UP = Wide Open Throttle 2-3 Upshift

WOT3-2KD = Wide Open Throttle 3-2 Kickdown shift

O/B 5-3MD = O/B (Closed) Throttle 5-3 Manual Downshift

● Clutch Q/A at full throttle is not too high.

Future Activity

No	Content	Schedule									
		30	3	7	10	14	17	21	24	28	
1	Optimization of clutch lubrication rate - Fixing of improved lubrication specification - Consideration of addition of lubrication hole in 3rd clutch guide			▽			Pending issue is L/H clutch-related lubrication specification				
2	Verification in Chet EVP driving mode - Verification of mode-specific clutch Q/A - Re-verification of 3rd clutch pressure allowance for slippage - Confirmation of 2nd clutch engagement/disengagement characteristics	▽ Finished		▽		▽					
3	Clutch burning duplication test and confirmation of effectiveness of improved specification				▽				▽	☆	
4	Examination of applicability to models (feasibility of horizontal implementation) and confirmation of lubrication rate of 3.0/2.5L		▽					▽		Fixing spec	

Verification, testing, etc. for confirmation of durability will be proceeded as described above, and design change will be made upon confirmation that the countermeasure is effective.

※ The duplication test will be CL-S vehicle test covering 4,000 miles (the shortest mileage among the transmission-failed vehicles called in from the market) for verification of durability.

01 CL 変速不良(3rD焼け)

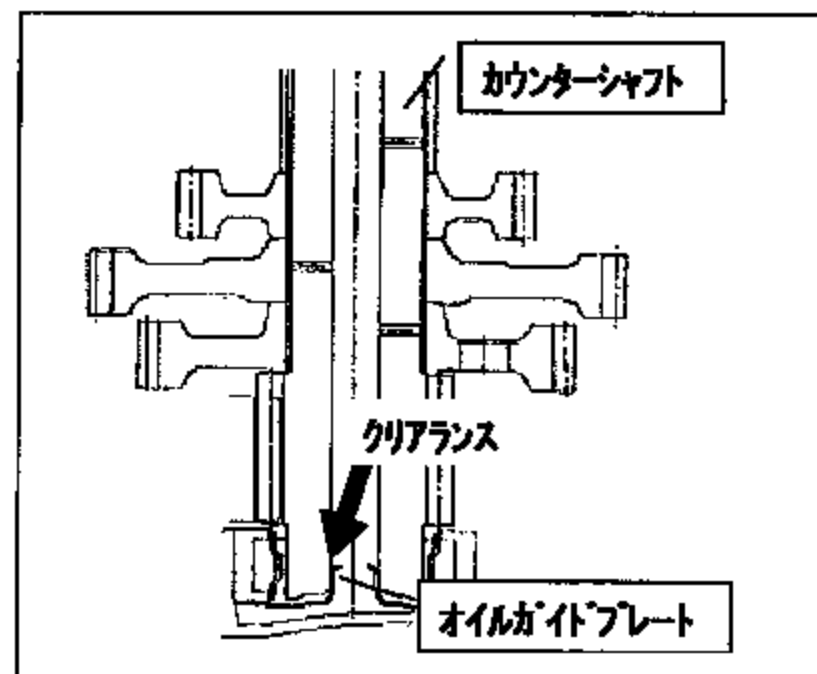
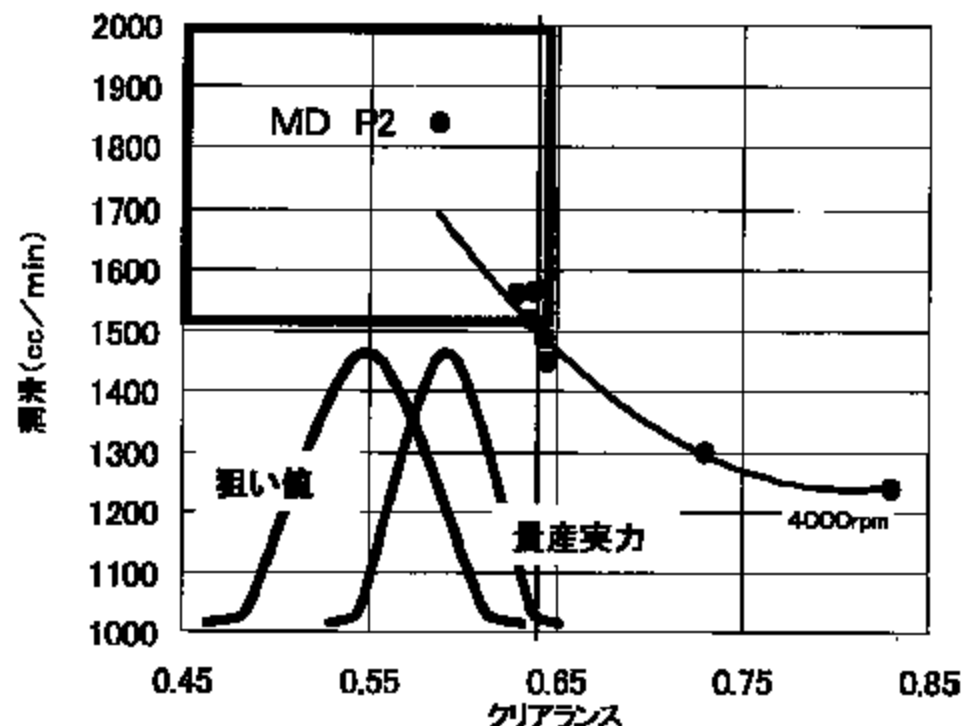
CO-S 3RDクラッチ焼け 解析状況

06/DEC/'01

- 暫定対策仕様
- チェットEVPモニター走行モード解析
- 対策仕様案
- 開発時の発熱量
- 今後の展開計画

C.シャフト／オイルガイドプレート クリアランスと3RD潤滑量の関係

3RDクラッチ潤滑



□ のエリアは、今まで、NP0系 Miss FDD耐久OK品

【量産設変仕様】

カウンターシャフトとオイルガイドプレートとの勘合クリアランス縮小

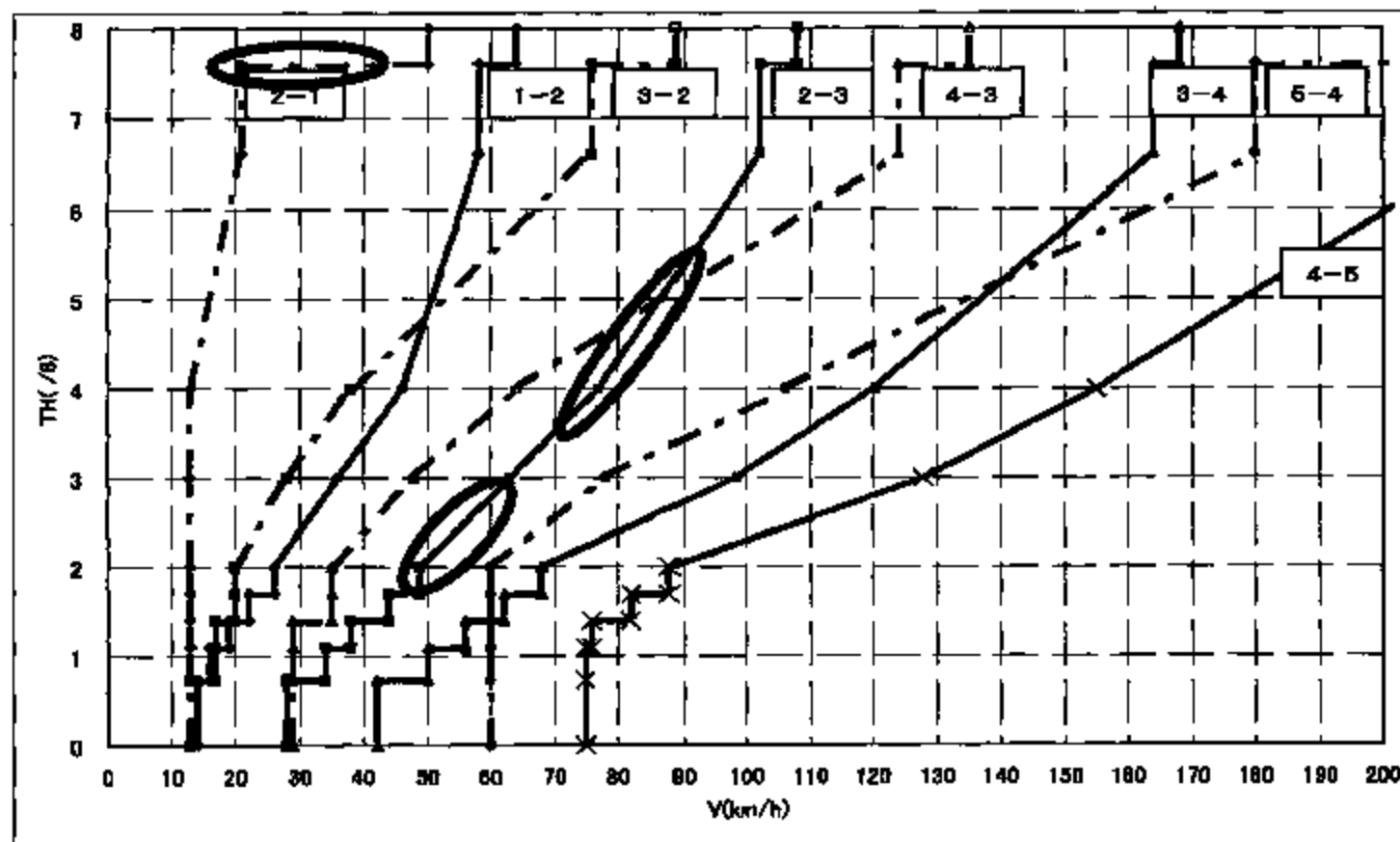
- ・カウンターシャフト 10.2 ± 0.05
- ・オイルガイドプレート $9.7 \ 0/-0.1$

C. シャフトは 12月3日 生産分より適用済み。
正規出図は、30/Nov予定。

量産実力 寸検結果

	C.シャフト (N=45)	オイルガイドプレート (N=60)
MAX	10.28	9.65
MIN	10.25	9.62
図面值	$\phi 10.2 +0.15/-0.05$	$\phi 9.7 \ 0/-0.2$
平均	0.80~0.86	
3σ	0.565~0.675	

AH チェットEVP モニター走行モード解析 ～ 1

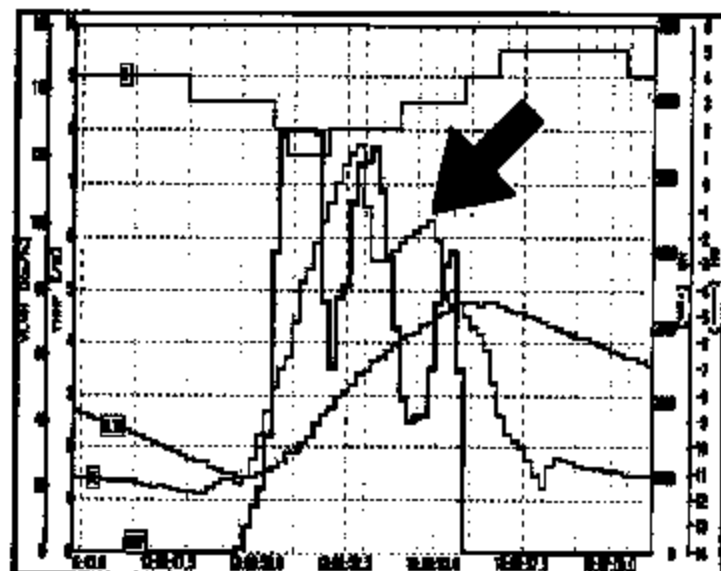


【解析結果】

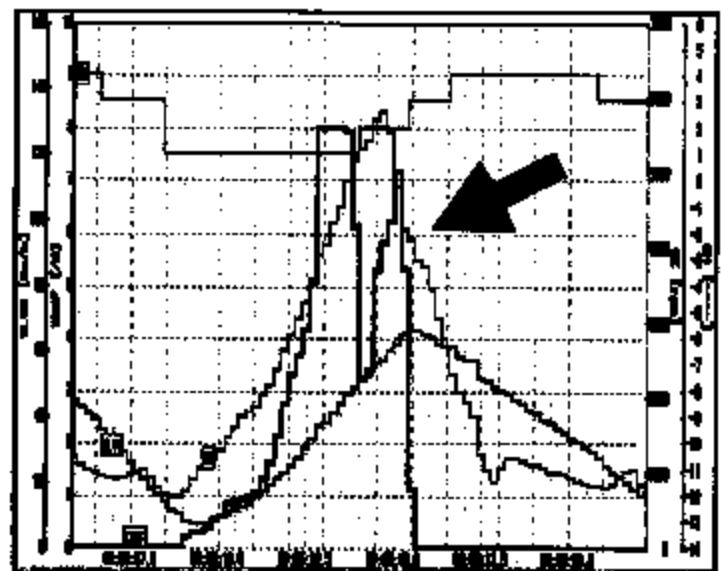
- ◆ 低車速領域からの再加速が多い。20～40km/hからの 3-1/4-1KD
- ◆ 2-3UPシフトは 全開一定加速でなく、最大でも TH=6/8である。

AH チェットEVP モニター走行モード解析 ～ 2

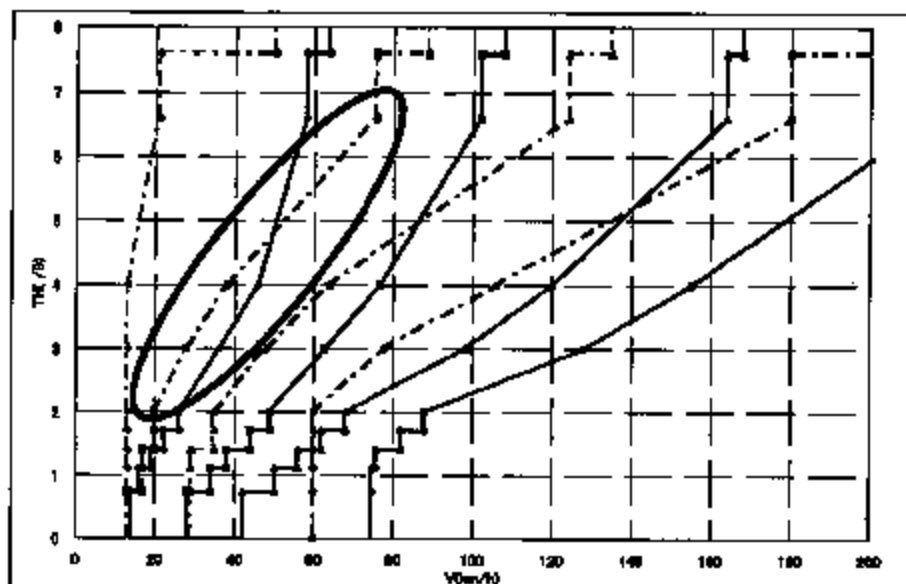
20～75km/h 加速



10～60km/h 加速



3RDクラッチ圧の余裕率の再確認



今後は下記の項目を確認する。

- ◆ 3RDクラッチQ/Aの解析
- ◆ 3RDクラッチ圧 滑り余裕率

前回からの追加対策仕様

【目的】

- ・ L/Hクラッチ潤滑量の適正化による
クラッチ全体の潤滑量の配分見直し

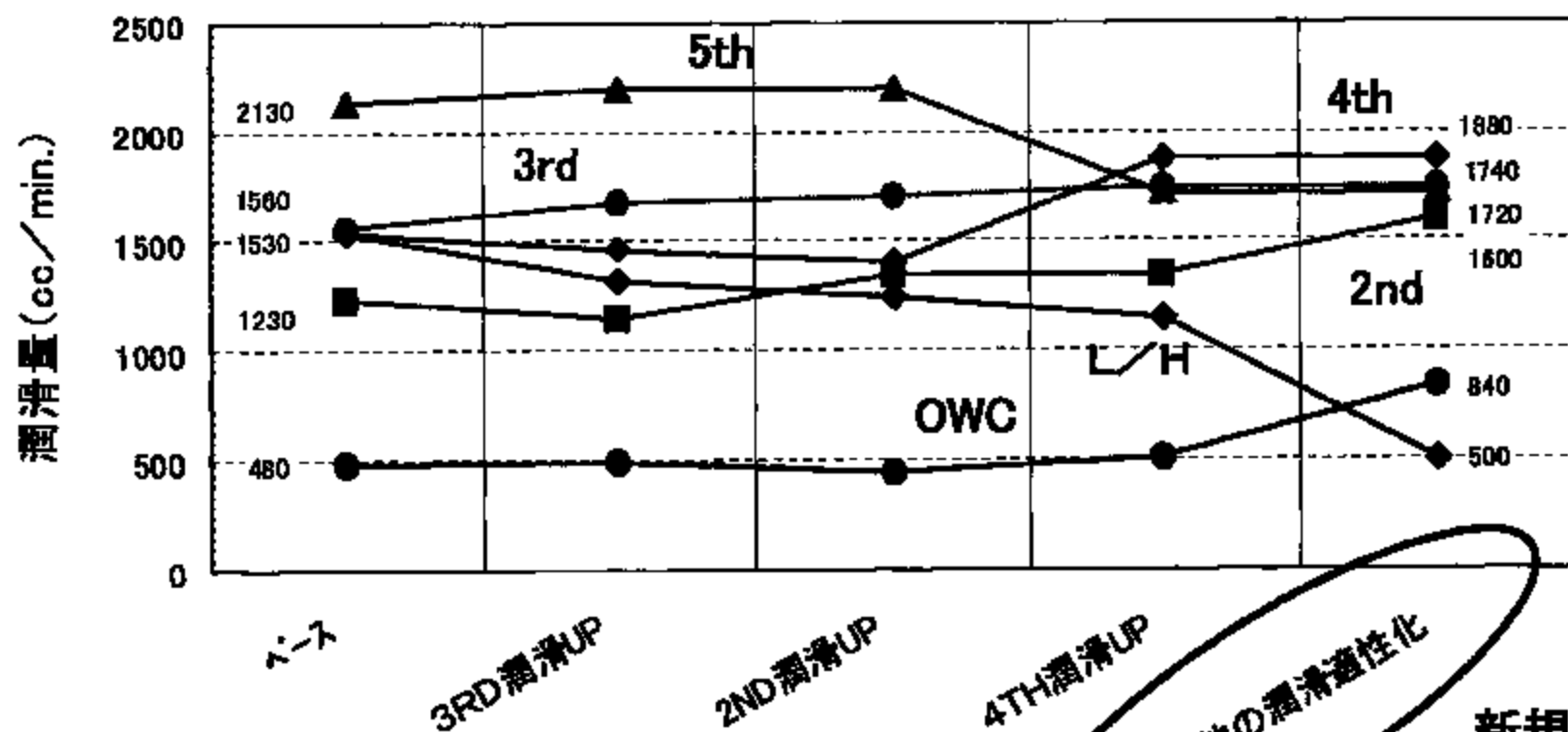
【対策仕様】

- ・ L/Hハブとセカンダリシャフト間のクリアランス詰め
- ・ OWC エンドBRGの追加

※ 具体的は図面值は 生技性も含め、検討中。

3RD潤滑量アップ 対策案

		ベース	3RD	2ND	4TH	その他
シャフト供給 オリフィス	メイン	φ 2.5	←	←	←	←
	セカンダリ	φ 5.0	φ 4.5	←	←	←
	カウンタ	φ 3.0	φ 3.5	←	←	←
シャフト カラー穴	クラッチ 供給	2NDクラッチ	φ 2.8	←	φ 4.0	←
		5THクラッチ	φ 2.5 × 2	φ 2.5 × 2	φ 2.5 × 2	φ 2.5 × 1
L/HとシャフトCL		クリアランス	1.15~1.45	←	←	←



変速時の発熱量

CO-S(IQ-S)開発時 3rd発熱量

		CO-S		IQ-S
		MASK	FDD	MASK
WOT2-3UP	Qall	27772	27163	25969
	Q/A	88	86	82
	Δ Temp	100	97	93
WOT3-2KD	Qall	8994	13041	7152
	Q/A	28	41	23
	Δ Temp	23	40	15
0/8 5-3MD	Qall	30735	19691	39153
	Q/A	97	62	124
	Δ Temp	111	67	143

● 全開時のクラッチ発熱量は、極めて高くはない。

今後の展開

No	内容	日程							
		30	3	7	10	14	17	21	24 28
1	クラッチ 潤滑量の適性化 ・潤滑仕様のFIX ・3RDクラッチガイド潤滑穴 追加検討			▽	残項目はL/H関連の潤滑仕様				
			▽						
2	チェットEVP走行モード検証 ・モード別 クラッチ発熱量確認 ・3RDクラッチ圧 余裕率の再検証 ・2ndクラッチ切れ特性確認	▽ 済		▽		▽			
			▽	▽		▽			
			▽	▽					
3	クラッチ焼け 再現テスト 及び対策仕様効果確認				▽				▽ ☆
4	機種への適合性検討(横通し展開) 3.0/2.5Lの潤滑量確認		▽					▽	仕様Fix

上記内容にて耐久見極めを実施し、効果確認をした上で設変予定。

※ 再現テストは CL-Sの実車にて 4000mileの濃縮耐久検証する。

(市場回収Missの最短走行距離)

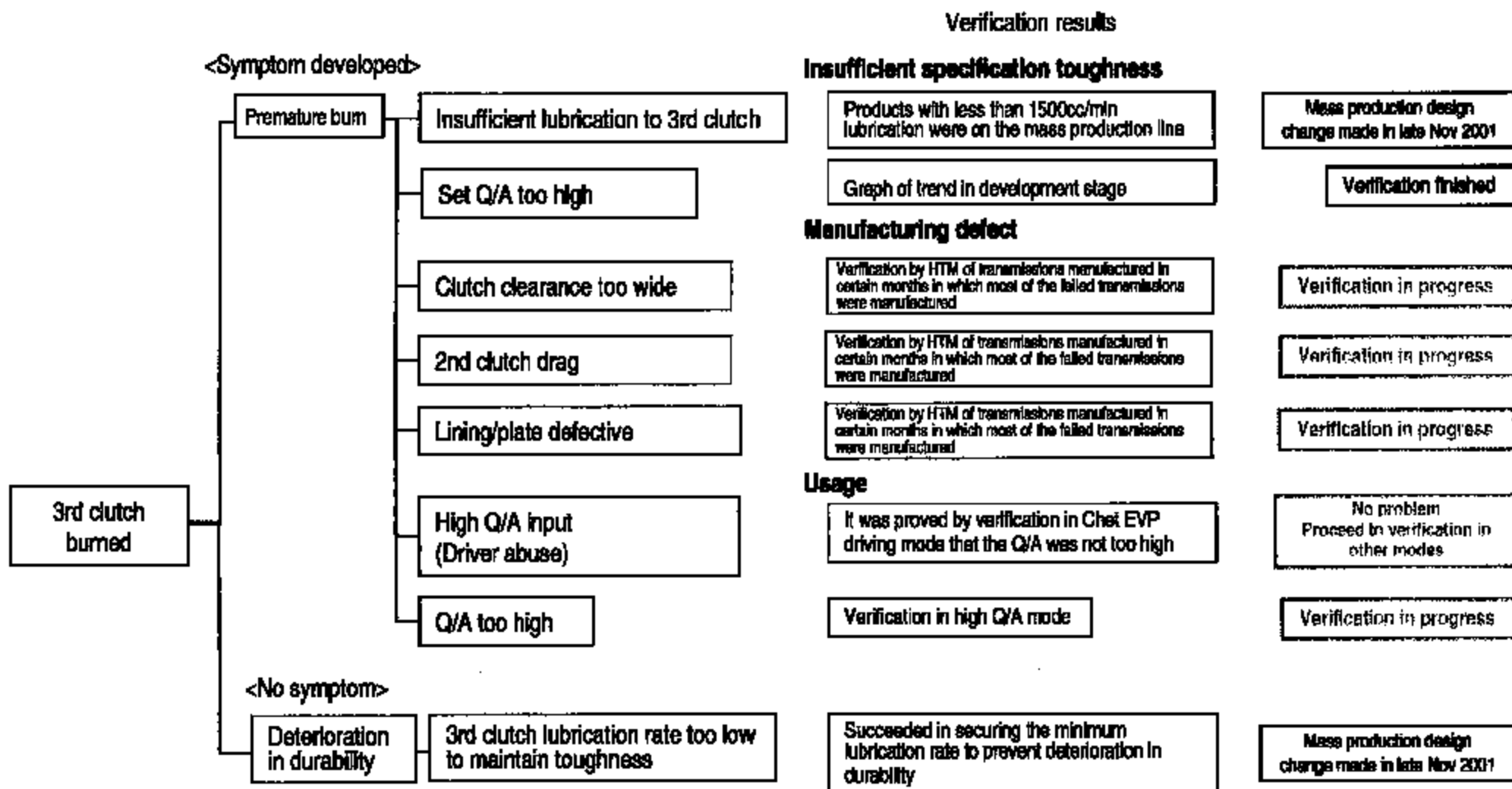
01M CL Transmission Failure (3rd Clutch Burned)

Progress of Analysis of Causes of CO-S (CL Type S) 3rd Clutch Burning

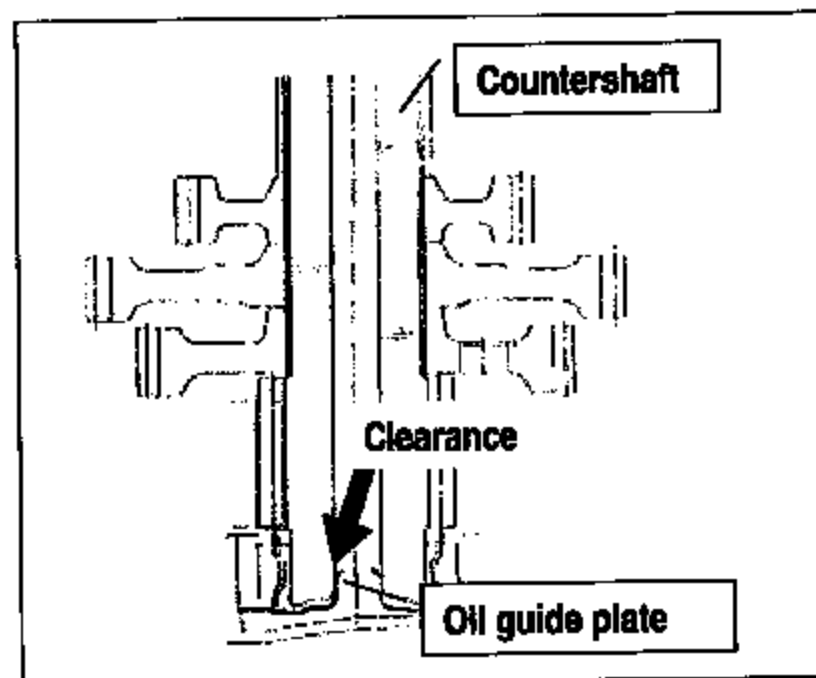
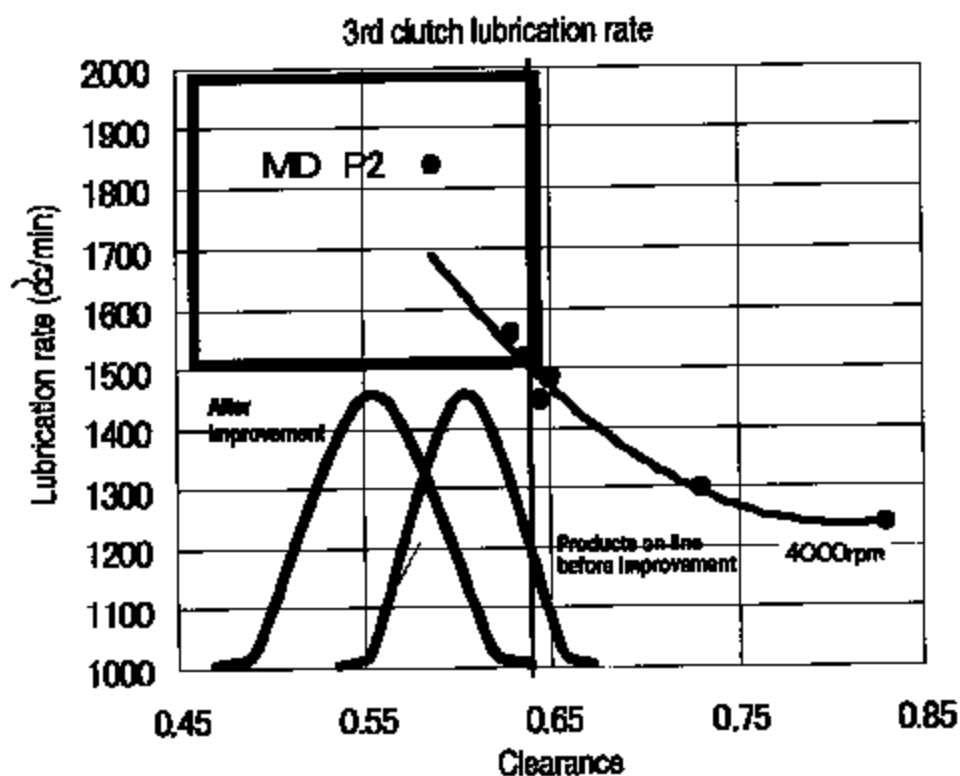
MM Report on January 16, 2002

- Analysis of Causal Factors and Results of Analysis
- Effectiveness of Problem-solving Specification (Adopted in Nov 2001)
- Specification Toughness of NP0/NP2 Series including UA (Outstanding Issue)
- Results of Analysis of Clutch Q/A (in Chet EVP Driving Mode)
- Results of Analysis of Transmissions Called in from the Market
 - Dynamic Lubrication Rate and Clutch Burning
- Future Activity Schedule

Analysis of Causal Factors and Results of Analysis



Correlation between Countershaft-to-Oil Guide Plate Clearance and 3rd Clutch Lubrication Rate



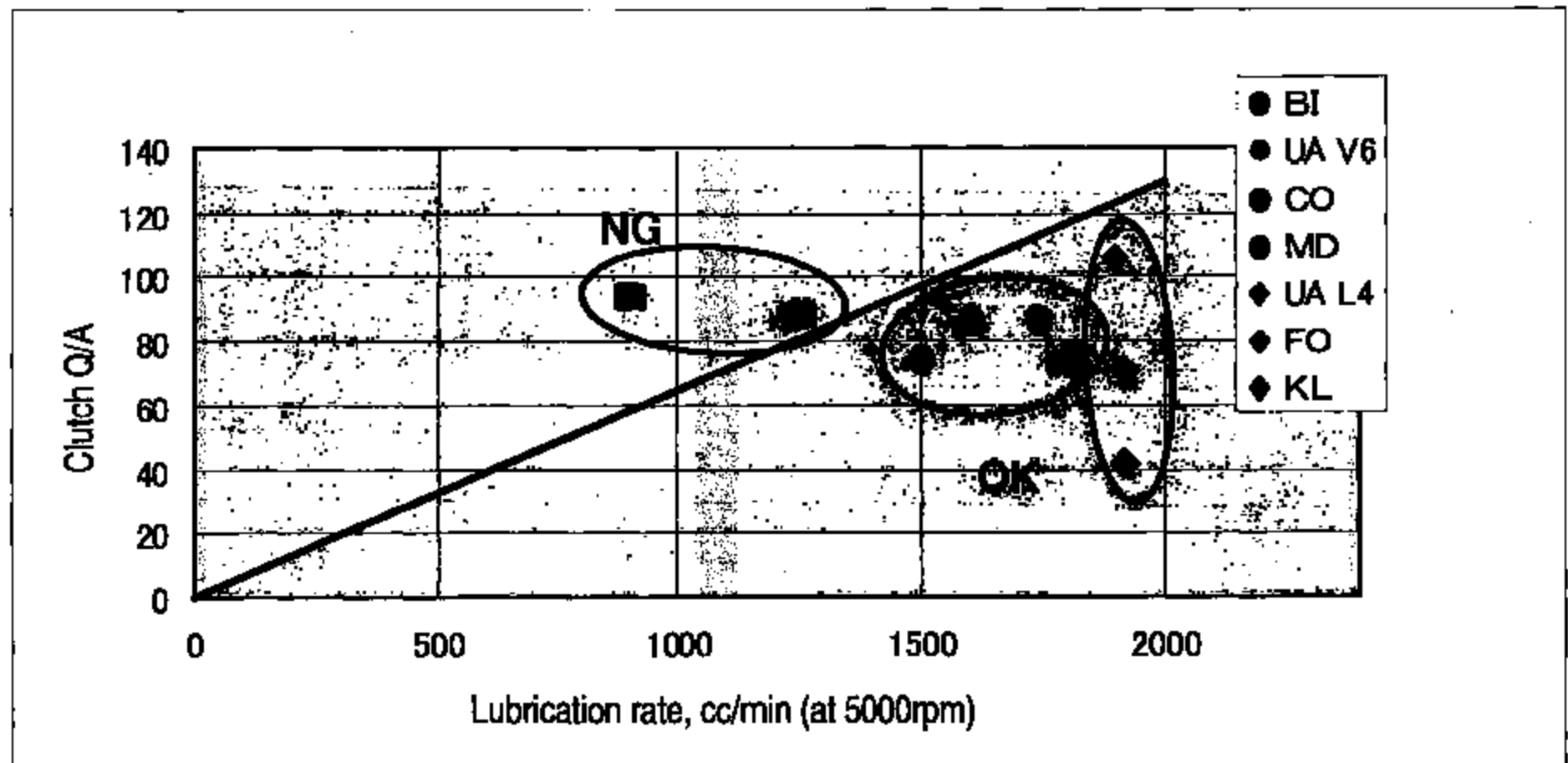
	Countershaft	Oil guide plate
Before improvement	$\phi 10.2 +0.15/-0.05$	$\phi 9.7 0/-0.2$
Improved spec	$\phi 10.2 \pm 0.05$	$\phi 9.7 0/-0.1$

The above dimensional change has been applied to countershafts for production on and after Dec 3, 2001.

Drawing for production was issued on Nov 30, 2001.

It is judged that the necessary lubrication rate for FDD durability for 240,000km or equivalent has been secured by the countermeasure taken this time.

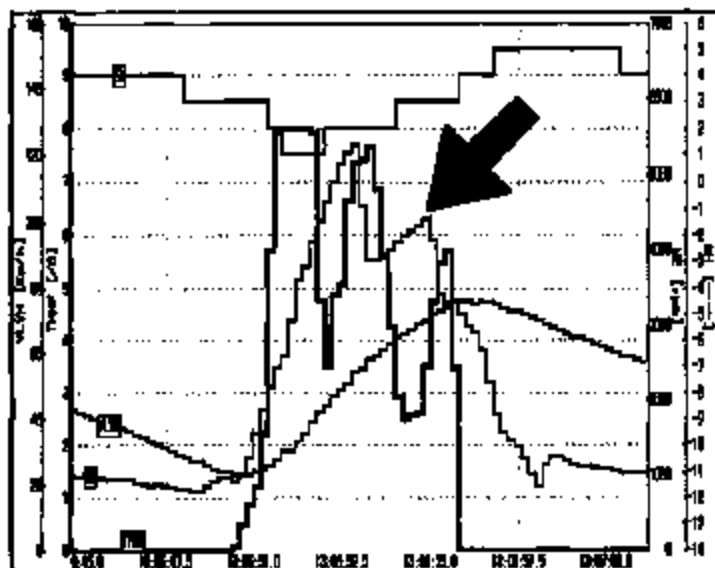
Trend of Lubrication Rate and Q/A among NP0 and NP2 Series (on the basis of FDD durability data)



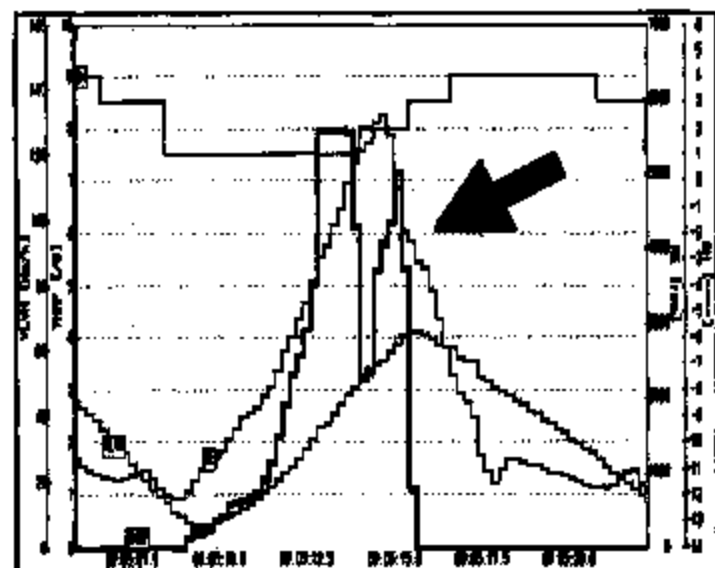
As the trend on the basis of FDD durability data is concerned, both NP0 and NP2 has enough specification toughness against seizure.

Results of Analysis of Clutch Q/A in Chet EVP Driving Mode

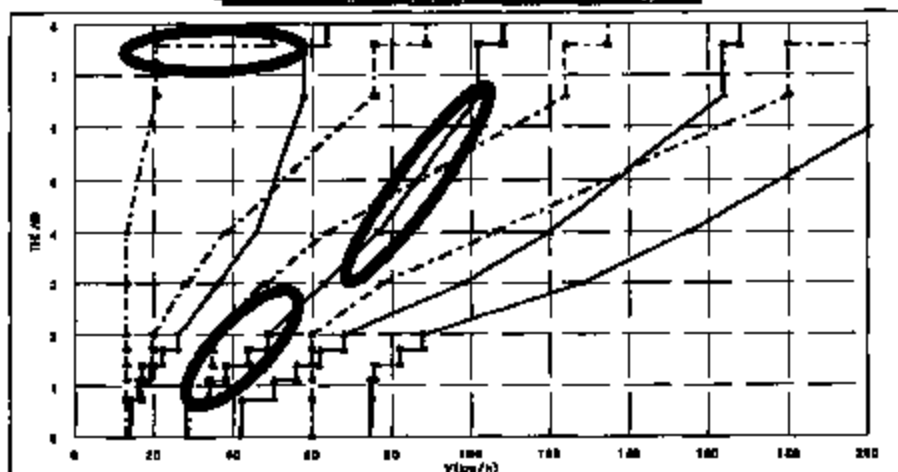
Acceleration from 20km/h to 75km/h



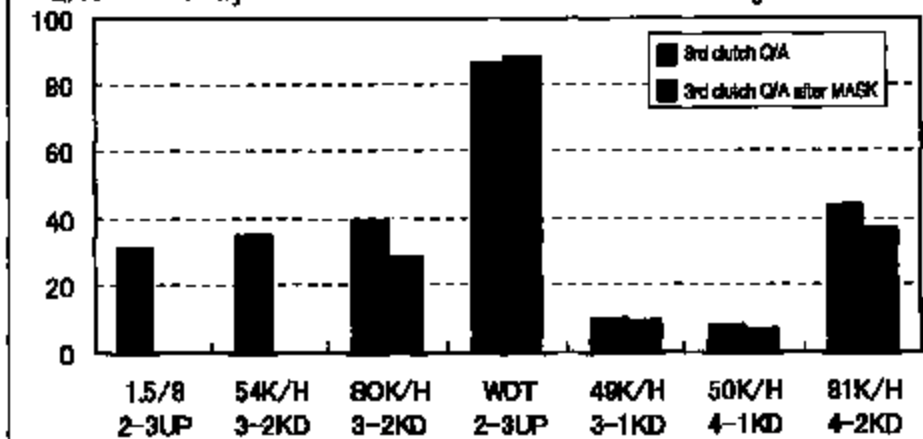
Acceleration from 10km/h to 60km/h



Chet EVP driving modes



Q/A Analysis to determine causes of CO-S 3rd clutch burning



In the verified Chet EVP driving modes, Q/A is too low to directly cause premature wear. The same will be checked in other modes.

Analysis of Transmissions Called in from the Market

When the returned transmissions were checked for dynamic lubrication rate, a case was found in which mileage was relatively short and lubrication rate was so high that burning of 3rd clutch should not have been caused. This result necessitated our conducting further analysis of causes.

No	Transmission #	Complaint	Mileage (in km)	Lubrication rate (cc/min)	Remark
1	BGFA-1019575	No 3rd gear	3416	1620	Chet EVP monitor vehicle
2	BGFA-1025246	No 3rd gear	21867	1560	
3	BGFA-1018744	Harsh downshift	35136	1560	

Results of analysis of returned transmissions

Transmission #	Mileage (in km)	Alleged symptom	Lubrication rate (cc/min)	Clutch burn/wear level				
				1st	2nd	3rd	4th	5th
BGFA-1004257	53280	No gear	Yet to be confirmed		0.98		0.90	
PGFA-1019558	9296	Slips in 3rd gear	1560					

A1	A2	B1	B2	C1	C2

Analysis of Difference in Incidence according to Month of Manufacture

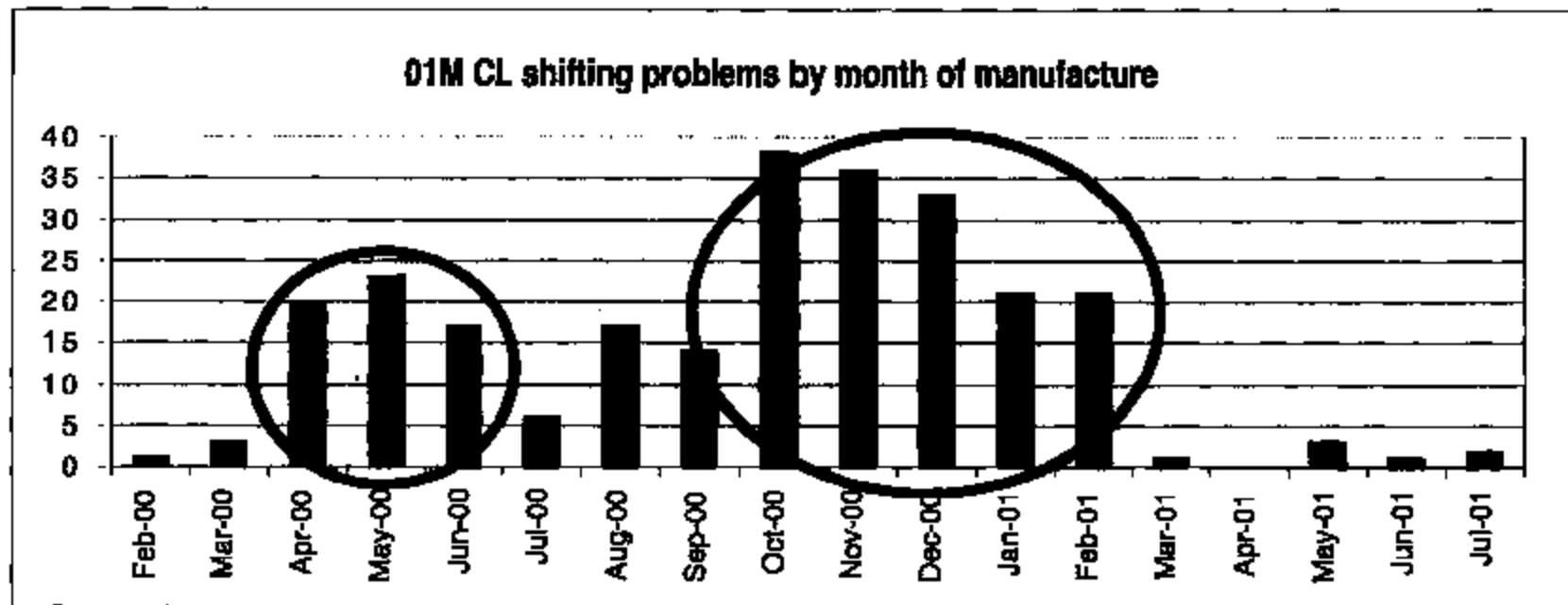
Shifting problems show a tendency to occur in transmissions manufactured in certain months.

→ HTM has work underway to analyze the transmissions manufactured in these months and failed transmissions called in from the market to identify the factors causing such difference in incidence according to month of manufacture.

Model	Model Year			
	99	00	01	02
TL			HTM	
CL			HTM	
MDX			HTM	
Ody			HTM	

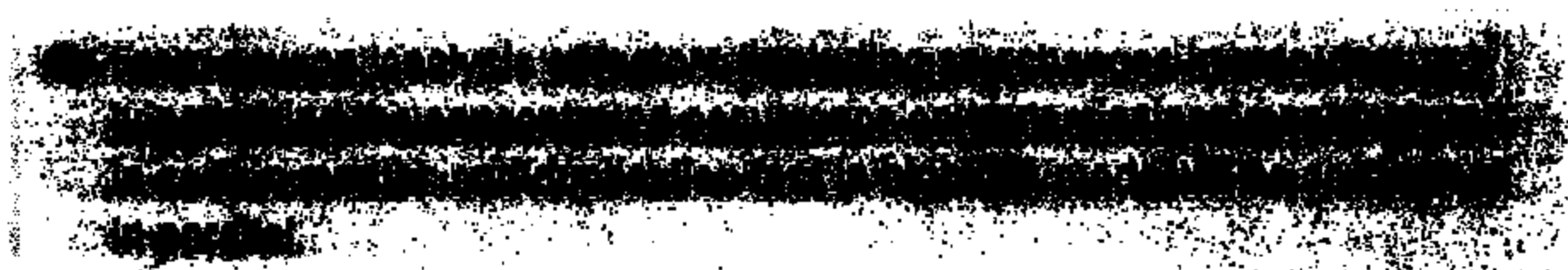
5AT

Occurrence situation of shifting problems (as of Dec 17, 2001)



Future Activity Schedule

No	Item	Content	In charge	Schedule							
				07	11	14	19	21	25	28	01
1	Hydraulic	Verification of 3rd clutch pressure of returned transmission	HGT					▽			
2	Clutch	Investigation of 3rd clutch plate surface roughness and lining quality	HGT HTM					▽			
3		Investigation of influence of 2nd/3rd clutch piston characteristics on clutch drag	HGT HCM			▽		▽			
4	Q/A	Verification of Q/A of returned transmission (with new disk)	HGT					▽	▽		
5		Verification of Q/A of transmission of Chet EVP monitor vehicle								▽	▽
6	Transmission for Chet EVP monitor vehicle	Dispatch of replacement transmission after measuring lubrication rate and Q/A		Measuring lubrication rate of replacement transmission ▽		Measuring Q/A of replacement transmission ▽	Dispatch ◇		Analysis with replacement transmission installed in Chet EVP monitor vehicle ▽		▽
7	Occurrence situation	Analysis of factors causing difference in incidence according to month of manufacture	HTM				▽				



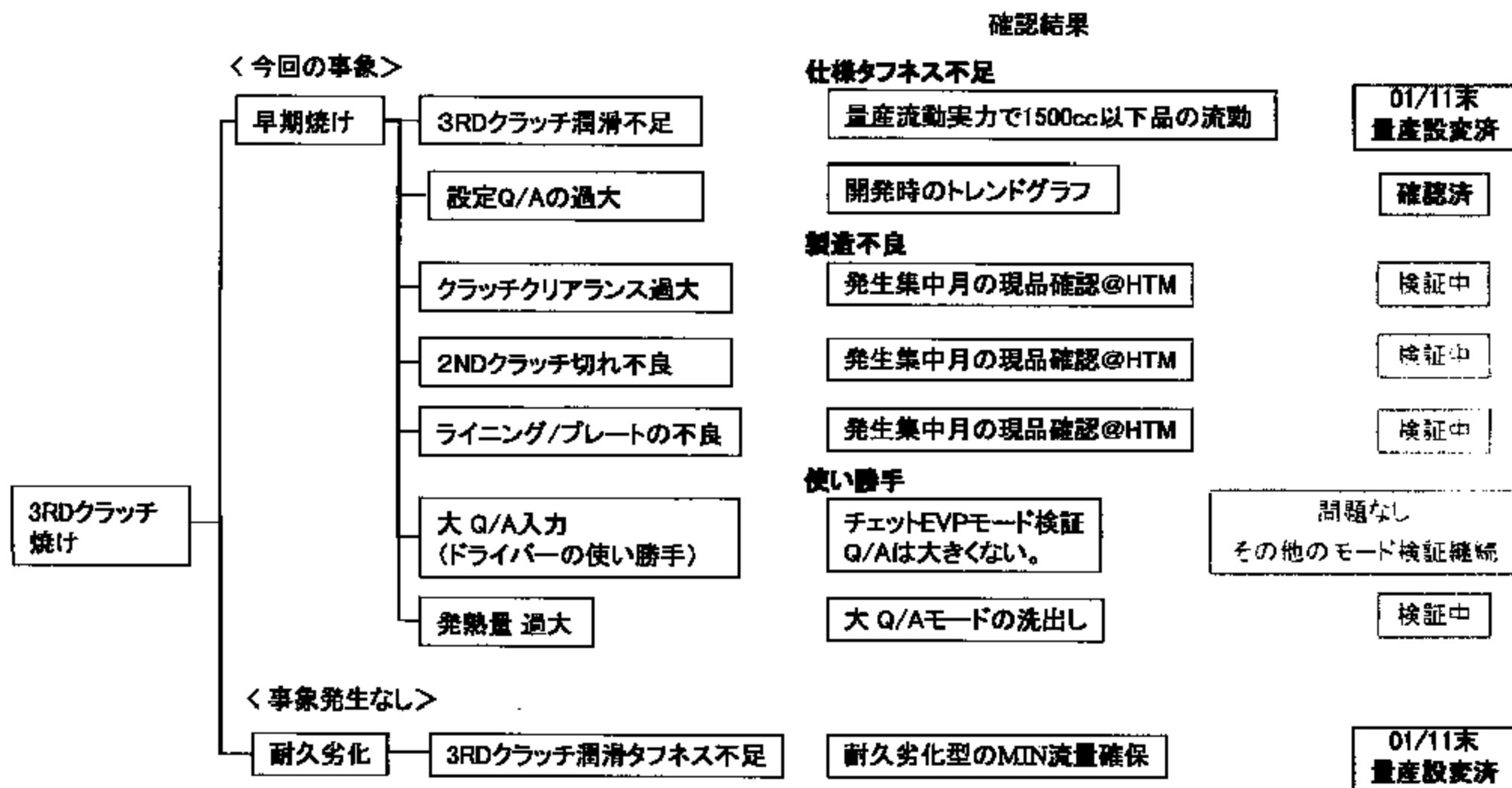
01 CL 変速不良(3rD焼け)

CO-S 3RDクラッチ焼け 解析状況

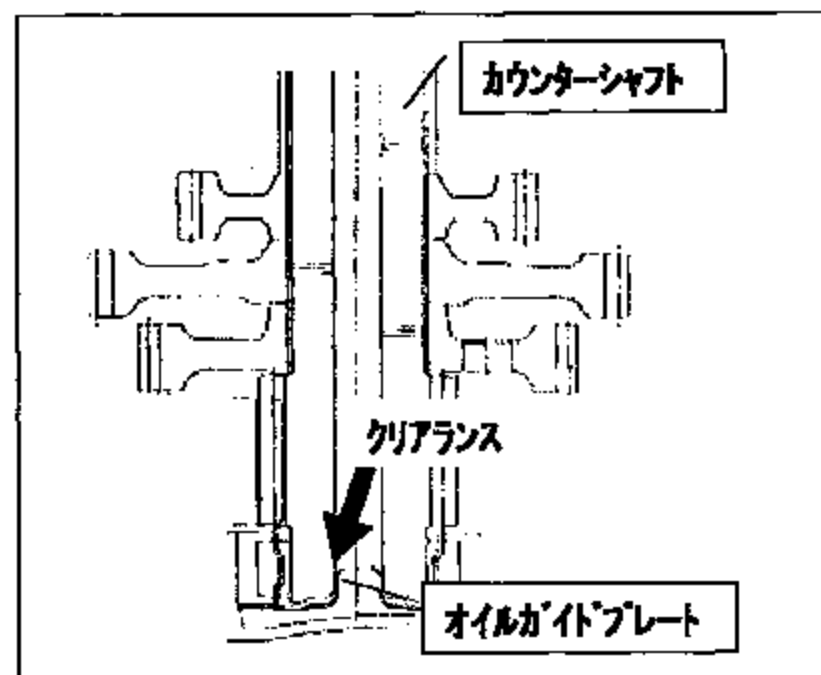
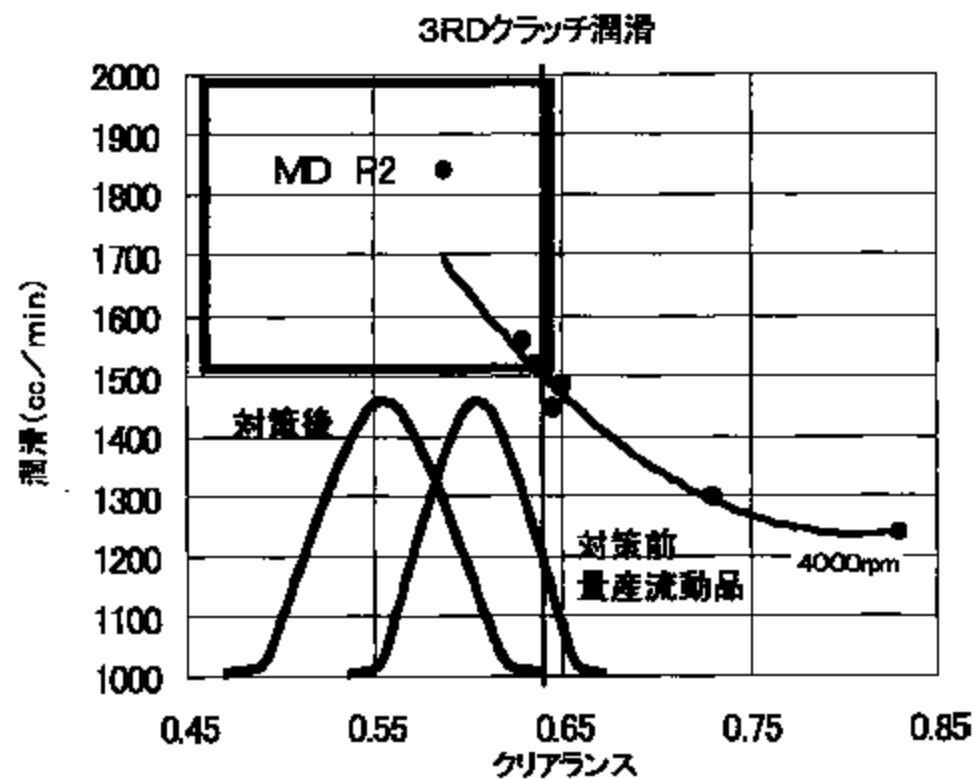
2002/01/16 MM報告

- 要因分析と解析結果
- 対策仕様(01/Nov)について
- UAを含むNP0系/NP2系の仕様タフネス(前回の宿題)
- クラッチ発熱量(チェットEVPモード)結果
- 市場回収Missの解析結果
 - 動的潤滑量、クラッチ焼け
- 今後の展開計画

要因分析と解析結果



C.シャフト／オイルガイドプレート クリアランスと3RD潤滑量の関係

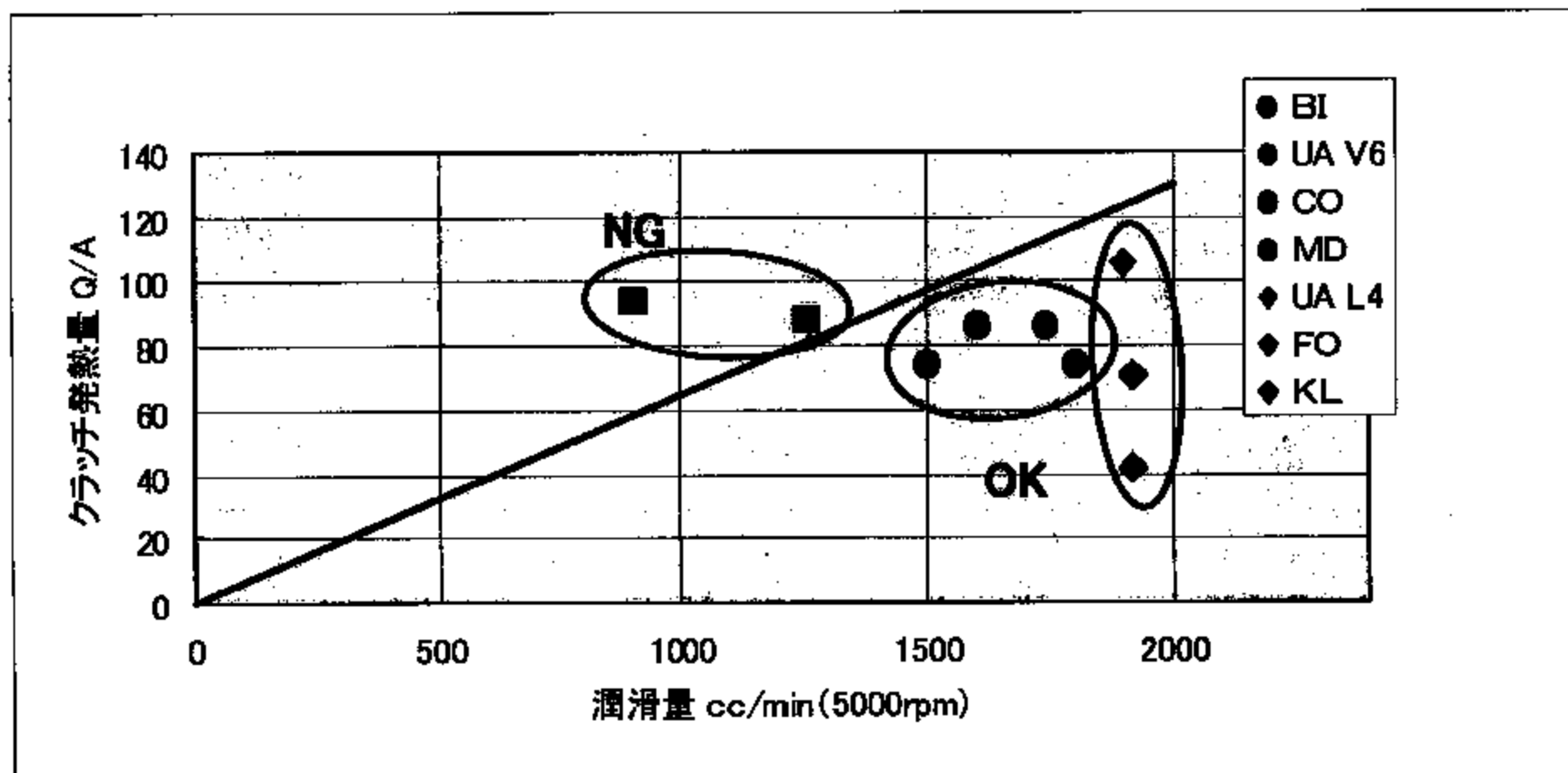


	C.シャフト	オイルガイドプレート
対策前	$\phi 10.2 +0.15/-0.05$	$\phi 9.7 0/-0.2$
対策仕様	$\phi 10.2 \pm 0.05$	$\phi 9.7 0/-0.1$

C. シャフトは 12月3日 生産分より適用。
正規図は、30/Nov/01 出図済。

今回の対策は FDD耐久 24万KM 相当に 必要な潤滑量を確保できたと判断する。

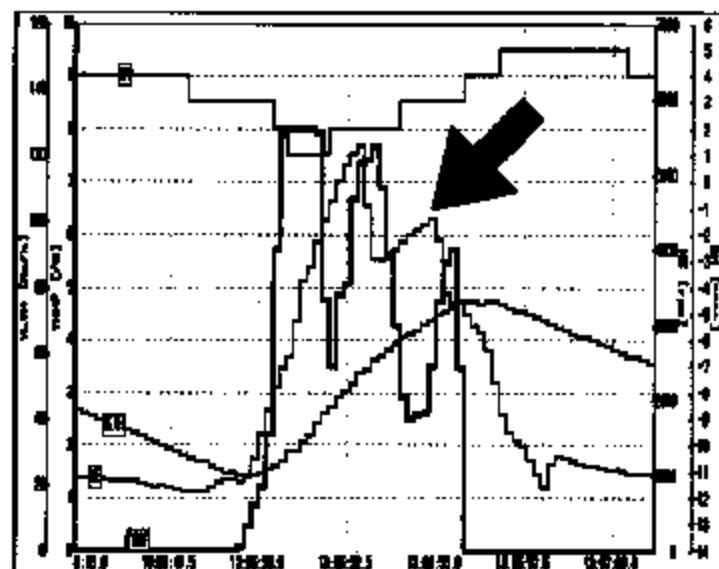
NP0系、NP2系 潤滑量/発熱量トレンド(FDD実績)



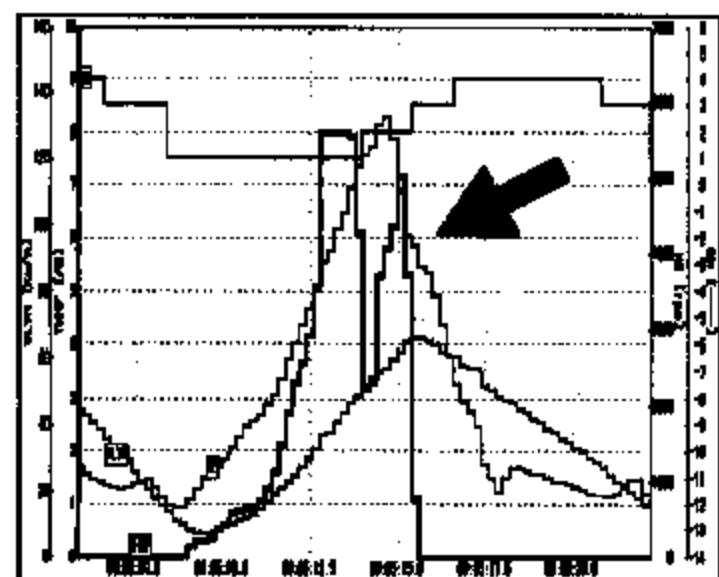
- FDD耐久実績を基にした、トレンド上NP0、NP2共に換付に対する、仕様外コストは十分高まる。

チェットEVP 走行モード発熱量 解析結果

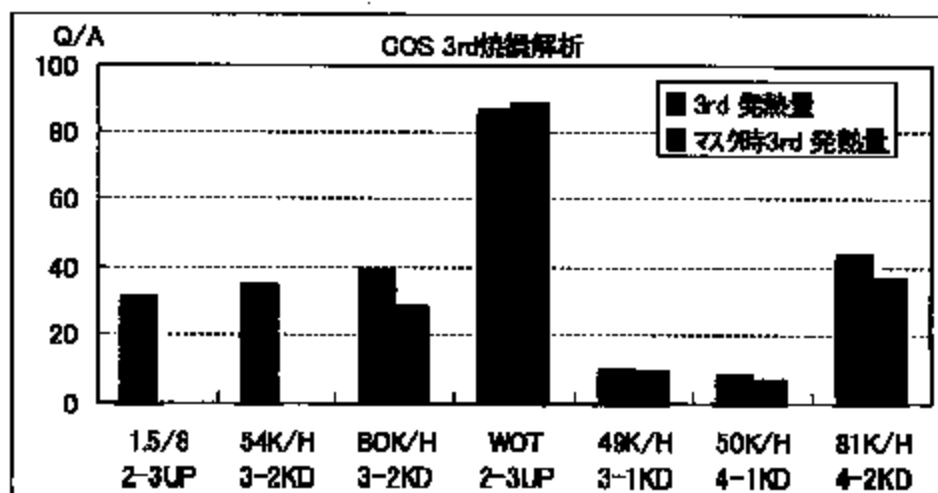
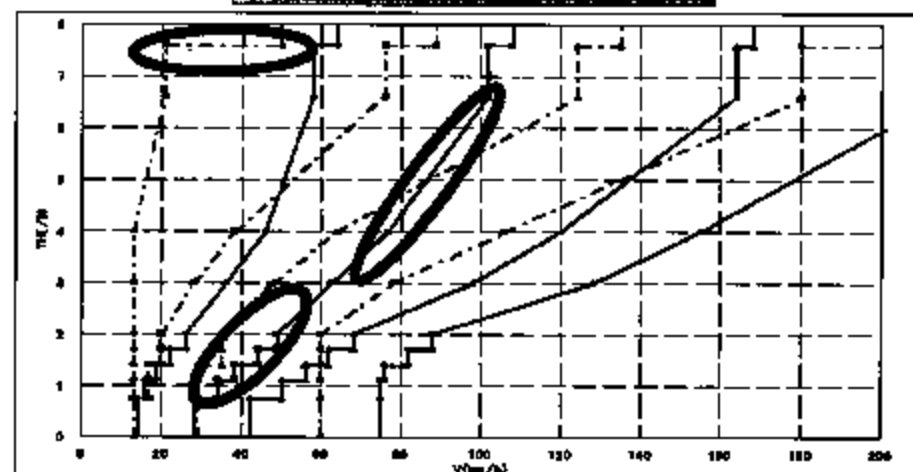
20~75km/h 加速



10~60km/h 加速



チェットEVPの走行モード



確認の取れたチェットEVPの走行モードは、
発熱量は低く、直接早期摩耗に繋がらない。
今後、その他のモードも確認する。

市場回収Miss 解析

市場回収Missの動的潤滑量確認結果、
走行距離が短く、3RDクラッチが焼けに至る潤滑量不足でないものも存在し、
追加の原因解析が必要となった。

No	Miss #	打上げ内容	走行距離 (km)	潤滑量(CC)	備考
1	BGFA-1019575	No 3rd ギヤ	3416	1620	ジェットEVPモニター車
2	BGFA-1025246	No 3rd ギヤ	21867	1560	
3	BGFA-1018744	Harsh Downshift	35136	1560	

市場回収Miss 解析結果

Miss #	走行距離(km)	打上げ事象	潤滑量(CC)	クラッチ焼け/摩耗				
				1st	2nd	3rd	4th	5th
BGFA-1004257	53280	No ギヤ	確認中		0.98		0.90	
PGFA-1019558	9296	3速時、スリップ	1560					

A1	A2	B1	B2	C1	C2

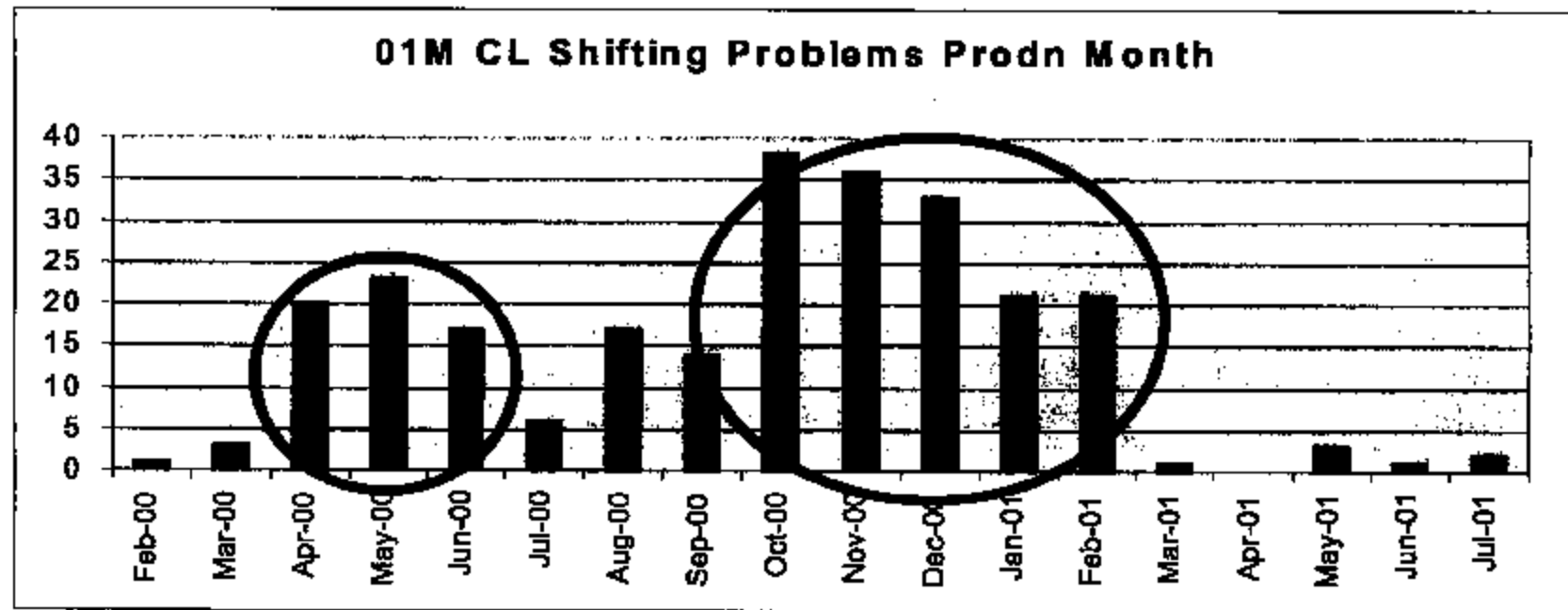
製造月の解析

製造月に集中傾向が見られる。
→発生月現品解析及び、
HTMにて市場回収Miss解析推進中。

Model	Model Year			
	99	00	01	02
TL			HTM	
CL			HTM	
MDX			HTM	
Ody			HTM	

5AT →

シフト不良 発生状況 12/17/2001



今後の展開計画

No	項目	内容	推進区	日程							
				07	11	14	19	21	25	28	01
1	油圧系	回収ミッションの 3RDクラッチ圧確認	HGT					▽			
2	クラッチ系	3RDクラッチプレート面粗度調査 ライニングの品質確認	HGT HTM					▽			
3		2ND/3RDクラッチピストンの特性 引摺り影響度	HGT HCM			▽			▽		
4	発熱量	市場回収Miss(新品ディスク) での発熱量	HGT					▽		▽	
5		チャットEVPモニター車 回収Miss 発熱量確認								▽	
6	チャットEVPモニター車 Miss対応	潤滑量/発熱量 を計測したMiss仕立て			代替えMiss 潤滑量計測		代替えMiss 発熱量計測	発送		チャットEVPモニター車Miss解析	
				▽		▽	▽	◇	▽	▽	
7	発生状況	製造年月の要因解析	HTM					▽			

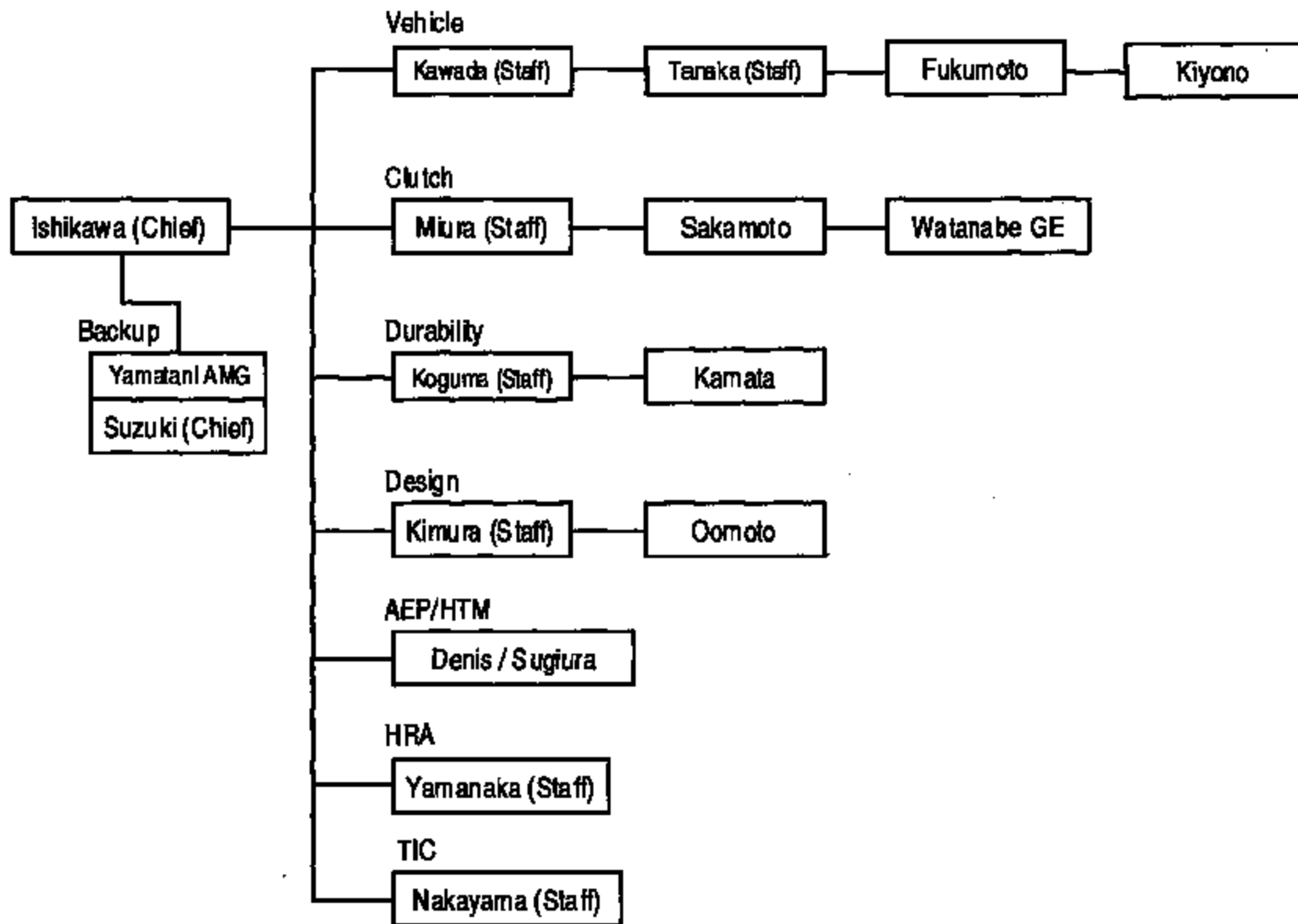
- 今後の展開として、集中発生傾向の課題分析(製造変化点含む)と、高Q/A型ードの検証を平行で推進する。

01M CL Transmission Failure (3rd Clutch Burned)

Progress of Analysis of Causes of CL-S 3rd Clutch Burning

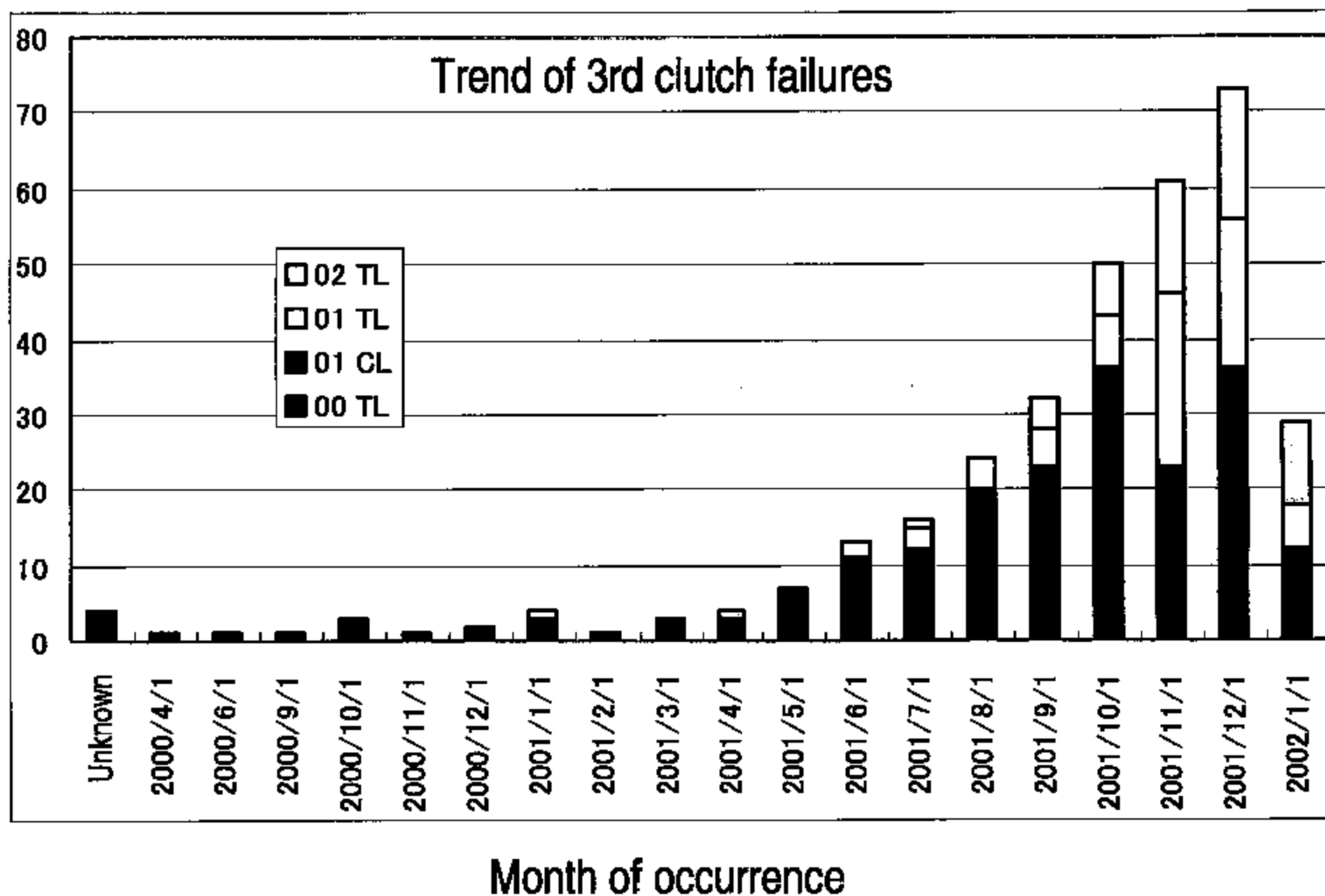
MM Report on February 1, 2002

Organization for Analysis and Solving of CL Clutch Burning Problem

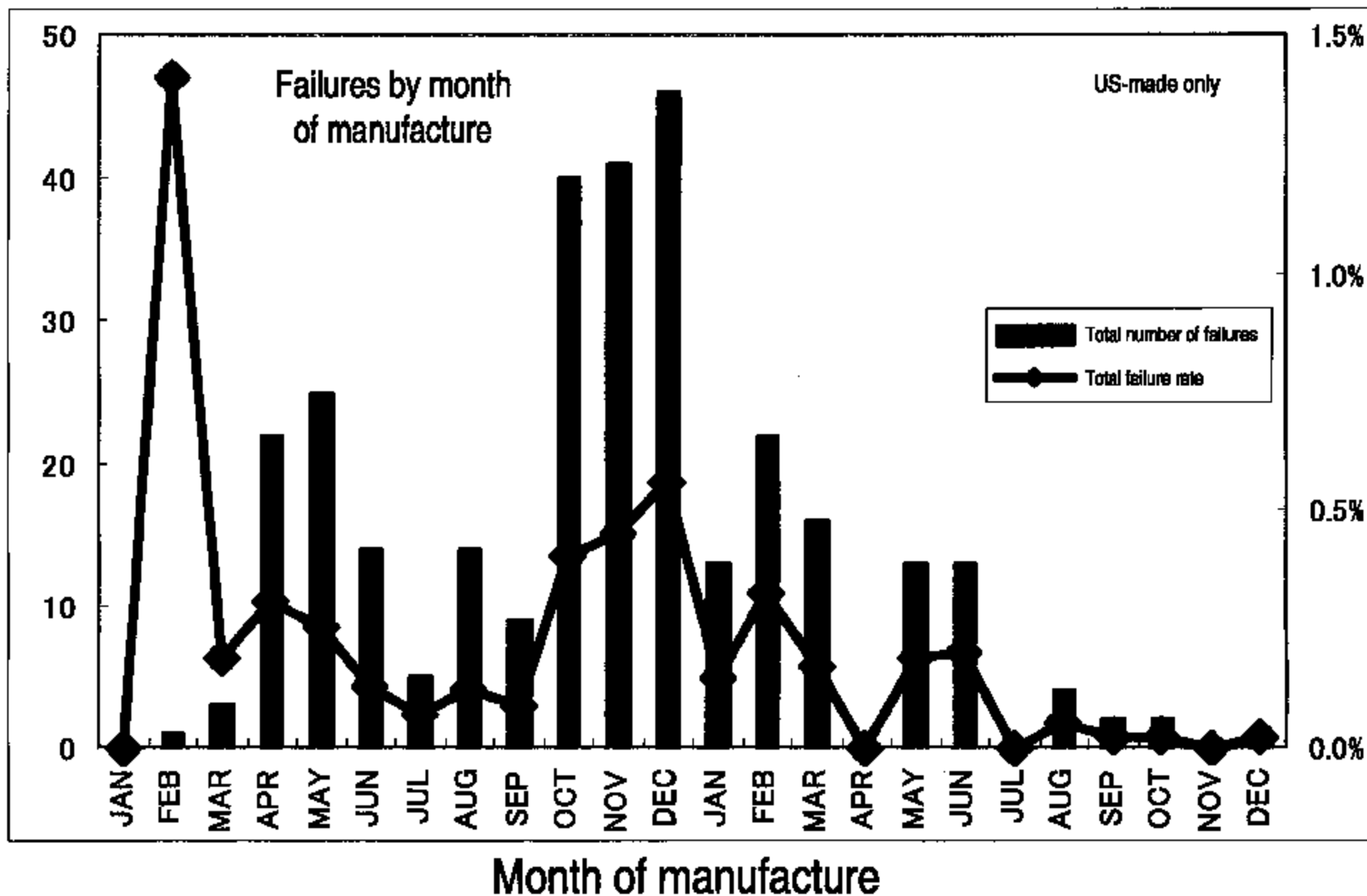


- Occurrence Situation
- Summary of Changes in Manufacture and Specification
- Analysis of Returned Transmissions
- Duplication Mode Analysis
- Measure to Stabilize Lubrication Rate
- Future Activity Schedule

CL-S "3rd Clutch Burned" Occurrence Situation



CL-S "3rd Clutch Burned" Occurrence Situation



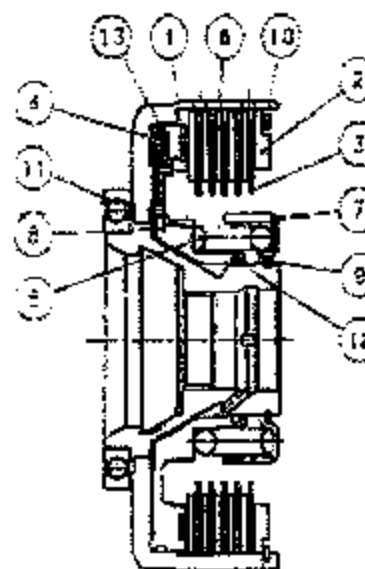
Changes in Manufacture (by FCC) of 3rd Clutch Pack

3rd clutch pack manufacturing (assembling) location of FCC was changed from Japan to the US in April 2001, and localization of the parts colored in yellow in the table on the right was started at the same time.

Changes in parts/manufacturing process related to 3rd clutch pack thereafter

- Localization of GUIDE COMP in the US started in October 2001
- DISK bonding process transferred from FCC-Indiana to FCC-North Carolina in December 2001

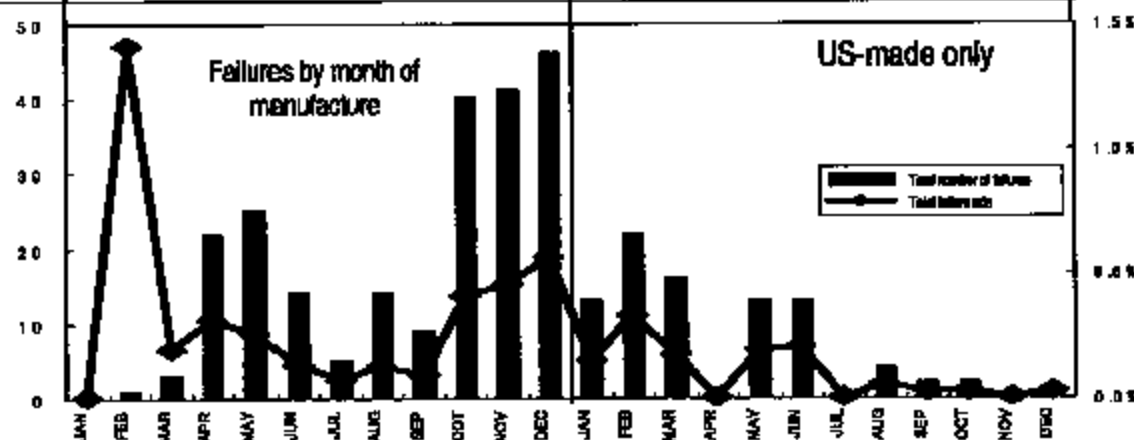
No other changes in M/L, material, equipment, etc. since HTM launched upon mass production in April 2000



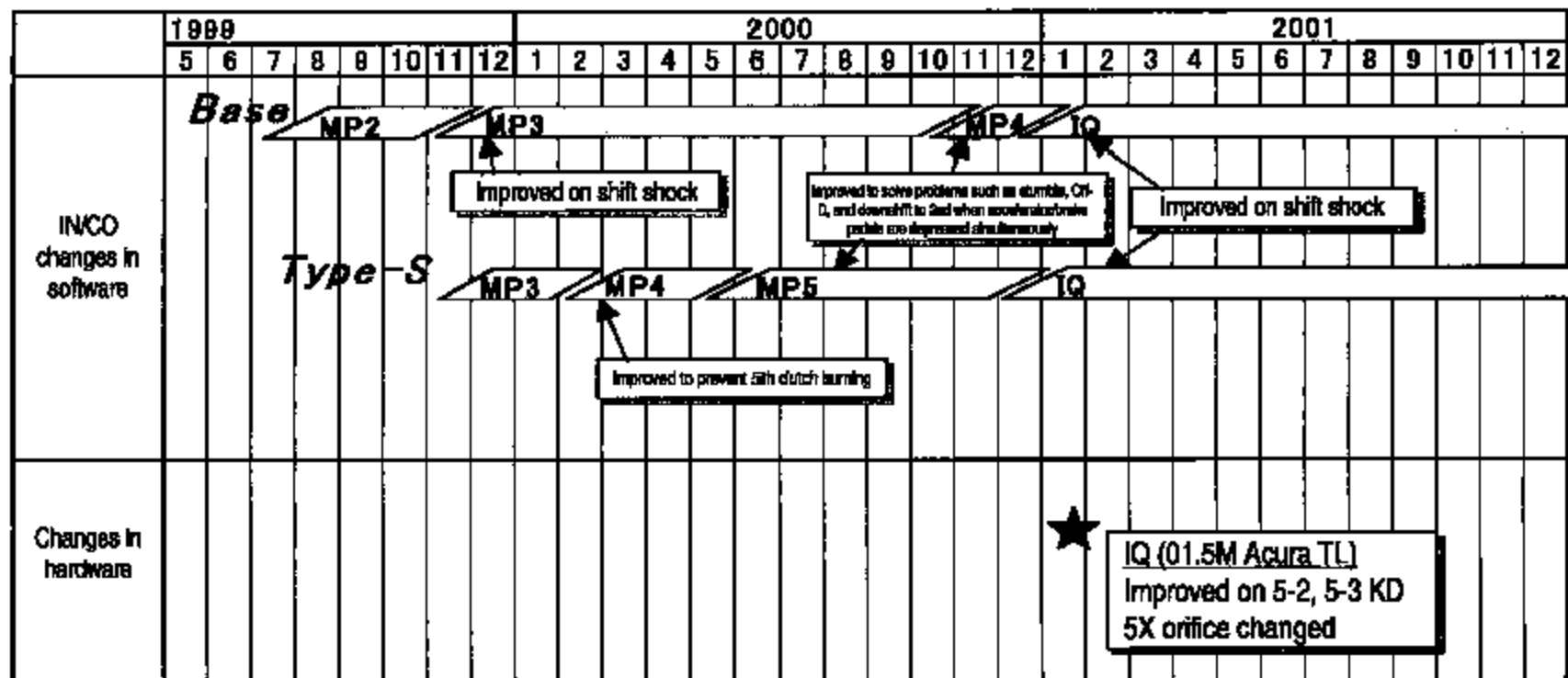
#	Parts #	Parts name
1	22639-PAX-0030	Spg.,clutch disk
1	22639-P02-0030	Spg.,clutch disk
2	22661-PX4-0030	Plate,clutch end
8	22844-P7W-0030	Disc,clutch
		Facing
4	22851-P7W-0080	Guide comp.,3rd clutch (G880)
		Pin,3rd guide
6	22852-P7W-0030	Spg.,clutch return
6	22853-P7W-0080	Plate,clutch 2,3
7	22854-P7W-0030	Seat,return spg.
8	22870-P7W-0130	Piston comp.,3rd clutch
	22871-P7W-0130	Piston,3rd clutch
		Valve comp.,check
9	90803-PL4-0000	Circlip,ax.42
9	90803-P24-A110-M1	Circlip,ax.42
10	90805-PX4-0030	Snap ring,133mm
11	91004-P7W-0030	Brg.,ball 80x83.5x8
12	91302-PL4-0030	O-ring,41.8x2.2
13	91305-PX4-0040	O-ring,114x2.2
-	22858-P7W-0130	Clutch Assy

	1999	2000	2001
Miss launched upon mass production (FCC-Hosoe)	★ Aug	★ APR	★ OCT GUIDE COMP localization started
HTM launched upon mass production (FCC-Indiana)			★ DEC DISK bonding process transferred

Verification is under way as to changes in manufacturing process in HTM and other parts
~ Feb 4

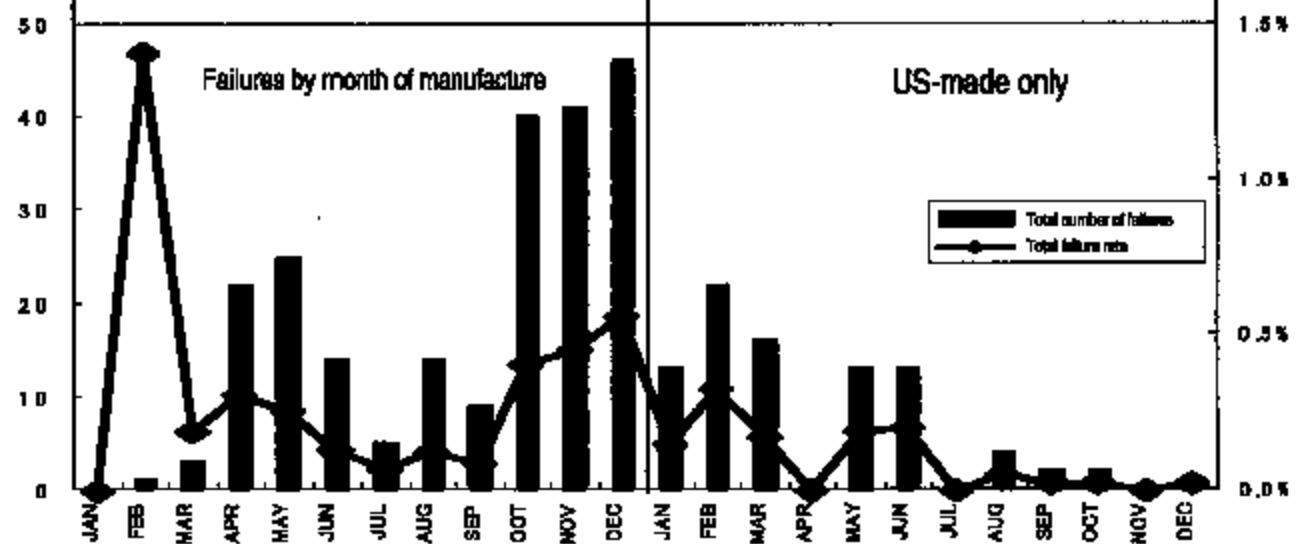


IN (00.5M Acura TL) / CO (00.5M Acura CL) Specification Changes

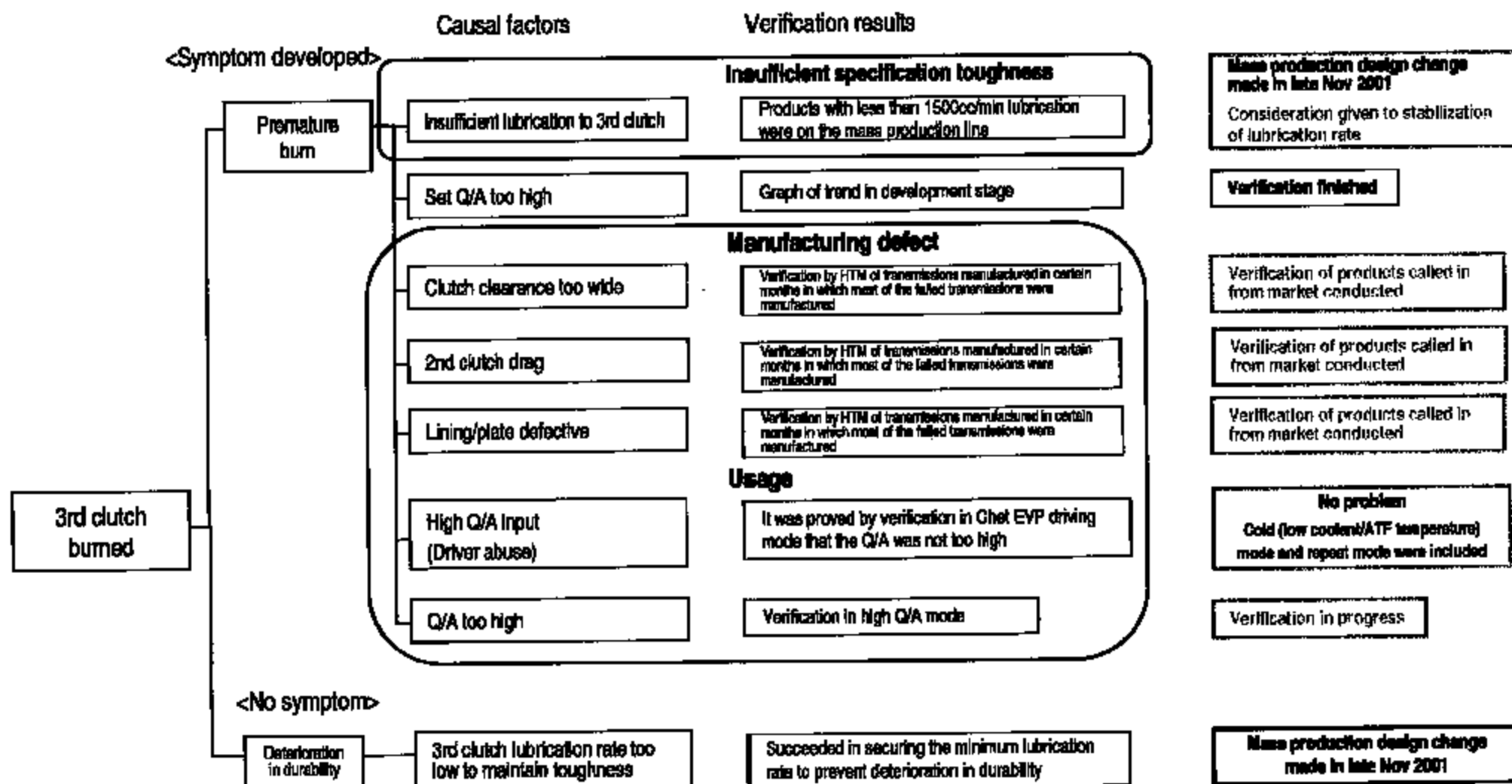


Verification of influence by specification change will be continued (Engine data change, etc.)

~ Feb 4



Analysis of Causal Factors and Up-to-date Results of Analysis



BGFA Transmission 3rd Clutch Facing Excessive Wear

Burn level of each clutch of returned transmissions

	Miss No	Mileage in km	Manufactured date	Clutch manufactured date	LOW	2ND	3RD	4TH	5TH
①	BGFA-1004257	53280Km	'00/5/12	'00/5/3	A2	B1~B2	NG	B2	B2
②	BGFA-1019575	3416Km	'00/10/16	Illegible	A2	B1		B2	A2
③	BGFA-1019558	9296Km	'00/10/16	↑	A2	A2		B1	A2
④	BGFA-1018744	35136Km	'00/10/4	↑	A2	A2		B2	A2
⑤	BGFA-1025246	21867Km	'00/12/19	↑	A2	B1	NG	B1	A2
⑥	BGFA-9000702	2560Km	Rebuilt Under investigation	01/5/3	Not burned	A2	NG	Not burned	Not burned

- The 3rd clutch disk was excessively worn (and the core plate was exposed) in all the six transmissions returned from the market.

BGFA Transmission 3rd Clutch Facing Excessive Wear

3rd clutch disk wear condition (Clutch disks are numbered from #1 to #5, beginning with the one on E/P (end plate) side)

* Facing standard thickness = 1.95 ± 0.06

	Transmission No.	Mileage in km		#1	#2	#3	#4	#5
①	BGFA-1004257	53280Km	Disk thickness	1.805	1.318	1.47	—	—
			Wear condition	Facing on E/P side remained	Excessively worn	Excessively worn	Core plate exposed	Core plate exposed
②	BGFA-1019575 Chet EVP (No.2)	3416Km	Disk thickness	1.581	—	—	—	—
			Wear condition	Facing on E/P side remained	Core plate exposed	Core plate exposed	Core plate exposed	Core plate exposed
③	BGFA-1019558	9296Km	Disk thickness	1.476	—	—	—	—
			Wear condition	Facing on E/P side remained	Core plate exposed	Core plate exposed	Core plate exposed	Core plate exposed
④	BGFA-1018744	35136Km	Disk thickness	—	—	—	—	—
			Wear condition	Core plate exposed	Core plate exposed	Core plate exposed	Core plate exposed	Core plate exposed
⑤	BGFA-1025248	21867Km	Disk thickness	1.73	1.57	1.43	—	—
			Wear condition	Facing on E/P side remained	Excessively worn	Excessively worn	Core plate exposed	Core plate exposed
⑥	BGFA-9000702 Chet EVP (No.3)	2560Km	Disk thickness	1.635	1.287	—	—	—
			Wear condition	Facing on E/P side remained	Excessively worn	Core plate exposed	Core plate exposed	Core plate exposed

● Facing of the frictional face on E/P side tends to remain unworn.

Results of Verification of Frictional Properties of Returned Linings

<Clutches subjected to verification of frictional properties>

	Transmission No.	Mileage (km)	Manufactured date	LOW	2ND	3RD	4TH	5TH
①	BQFA-1004257	82280Km	'00/5/12	A2	B1~B2	NG	B2	B2
②	BQFA-1019575	8416Km	'00/10/18	A2	B1	NG	B2	A2
③	BQFA-1019558	8295Km	'00/10/18	A2	A2	NG	B1	A2
④	BQFA-1018744	86136Km	'00/10/4	A2	A2	NG	B2	A2
⑤	BQFA-1025246	21867Km	'00/12/19	A2	B1	NG	B1	A2

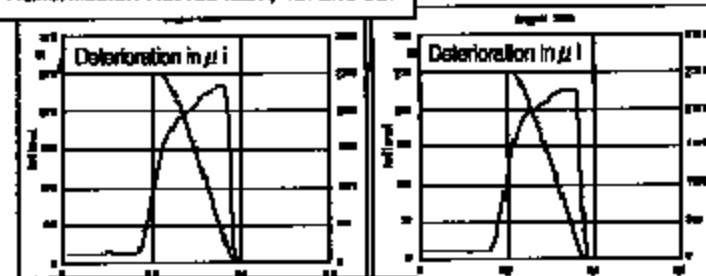
<Results of verification in SAE #2 standard mode>

Transmission No.	Clutch	Plate burn level	Amount of wear (μm)	μ 2400	μ 1200	μ ratio
1004257	4TH	B2		0.100	0.128	1.141
	5TH	B2		0.108	0.126	1.111
1019575	4TH	B2	53	0.156	0.148	0.953
	5TH	A2	14	0.096	0.127	1.150
1018744	4TH	B2	150	0.072	0.105	1.200
	5TH	A2	87	0.072	0.108	1.213
	2ND	A2	33	0.115	0.118	1.059
1025246	4TH	B1	93	0.103	0.123	1.098
	5TH	A2	52	0.128	0.127	0.980
Initial SPEC				(0.135±0.01)	0.13±0.01	0.93±0.07

● Verification of frictional properties of 4th and 5th clutches of the transmissions returned from the market revealed that many of them had suffered deterioration in μ .

→ Verification of frictional properties should be continued, obtaining more vehicles from the market.

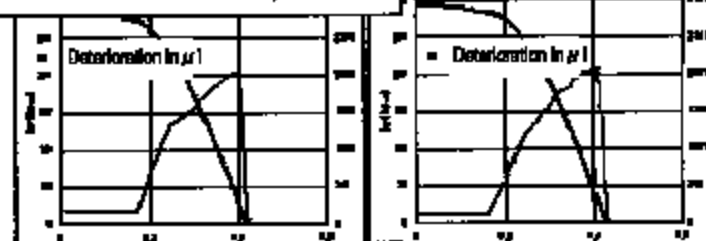
Transmission No.1004257, 4th and 5th



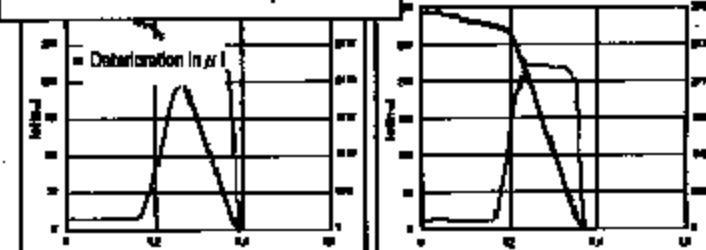
Transmission No.1019575, 4th and 5th



Transmission No.1018744, 4th and 5th

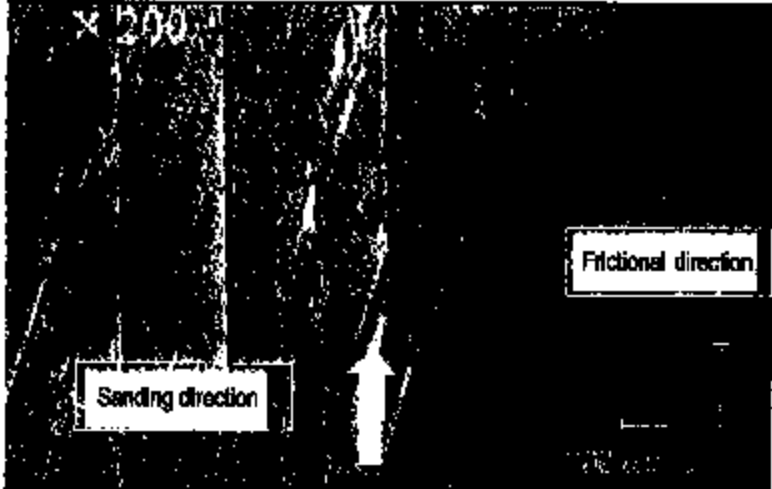
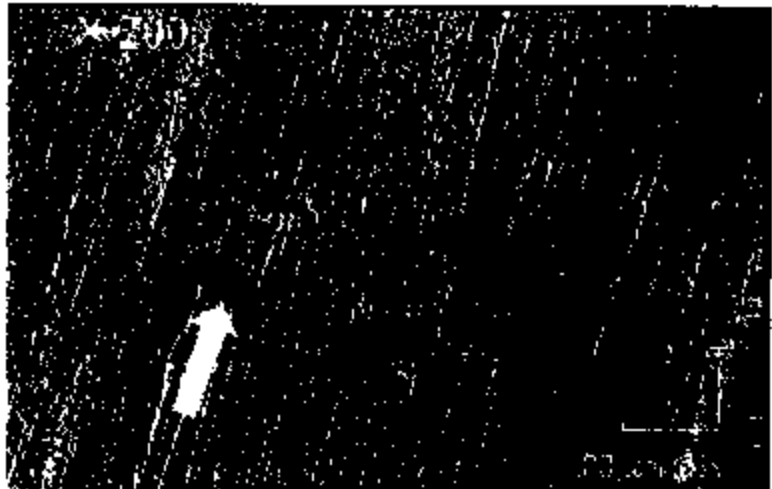
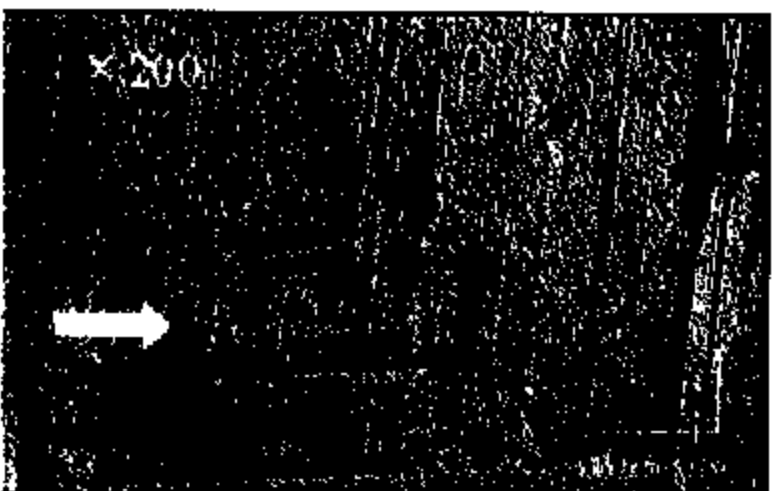


Transmission No.1025246, 4th and 5th



BGFA Transmission 3rd Clutch Facing Excessive Wear

① BGAF-1004257 #1 Plate (between #1 Disk and #2 Disk) Surface Condition

Stamping (rounded) side Burn level B2		
Sanding (burr) side Burn level B2		

- When the #1 clutch plate (the one next to the end plate) of the No.1004257 transmission was checked, it was found that both the rounded side and the burr side were badly pitted.

Clutch Plate Surface Roughness

<Clutch plate surface roughness comparison result> (Clutch plate surface roughness specified in drawing = Ra 0.5)

BGFA	Returned transmission	3RD	Rounded side	0.212	2.880	3rd clutch burned * Surface roughness measured at an angle of 90° to sending direction
			Burr side	0.197	1.844	
	New transmission made in US	3RD	Rounded side	0.528	3.661	
			Burr side	0.382	4.151	
	New transmission made in Japan	3RD	Rounded side	0.127	1.373	
			Burr side		1.370	
			Rounded side	0.108	1.089	
			Burr side	0.143	1.943	
PAXA (UA-V)	New transmission made in US	2ND	E/P	0.450	4.318	
			Rounded side	0.432	4.506	
			Burr side	0.436	4.552	

- Clutch plates made in US compared poorly with clutch plate made in Japan in both average surface roughness (Ra) and maximum surface roughness (Rmax).

There was a sample of clutch plate made in US whose surface roughness was in excess of the value specified in drawing.

Clutch Plate Surface Roughness (Surface Roughness Waveform)

Surface roughness specified in drawing = Ra 0.5

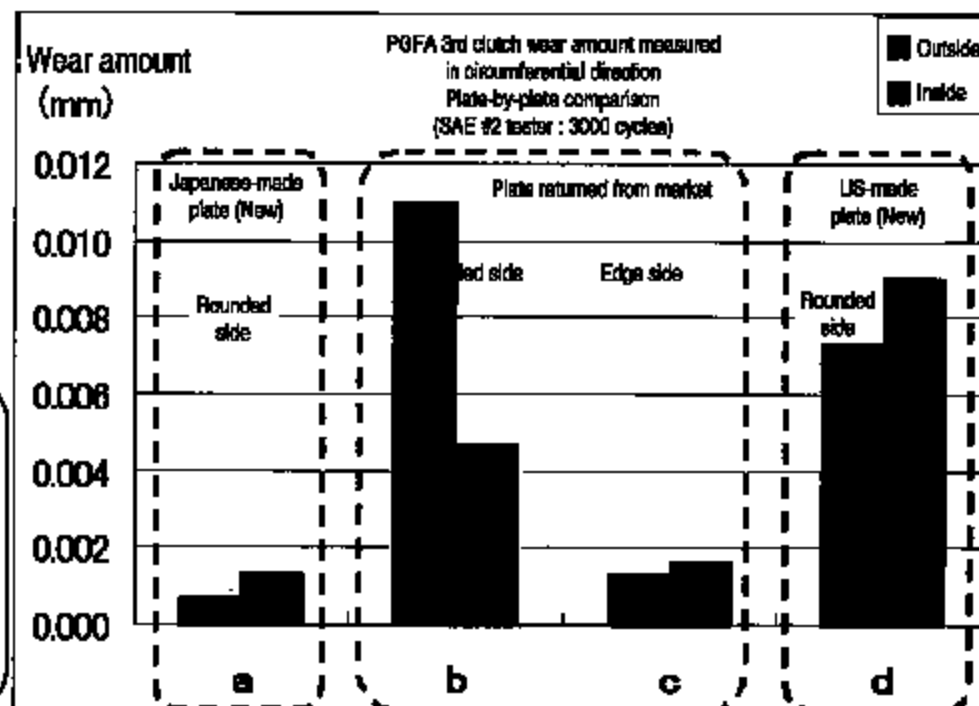
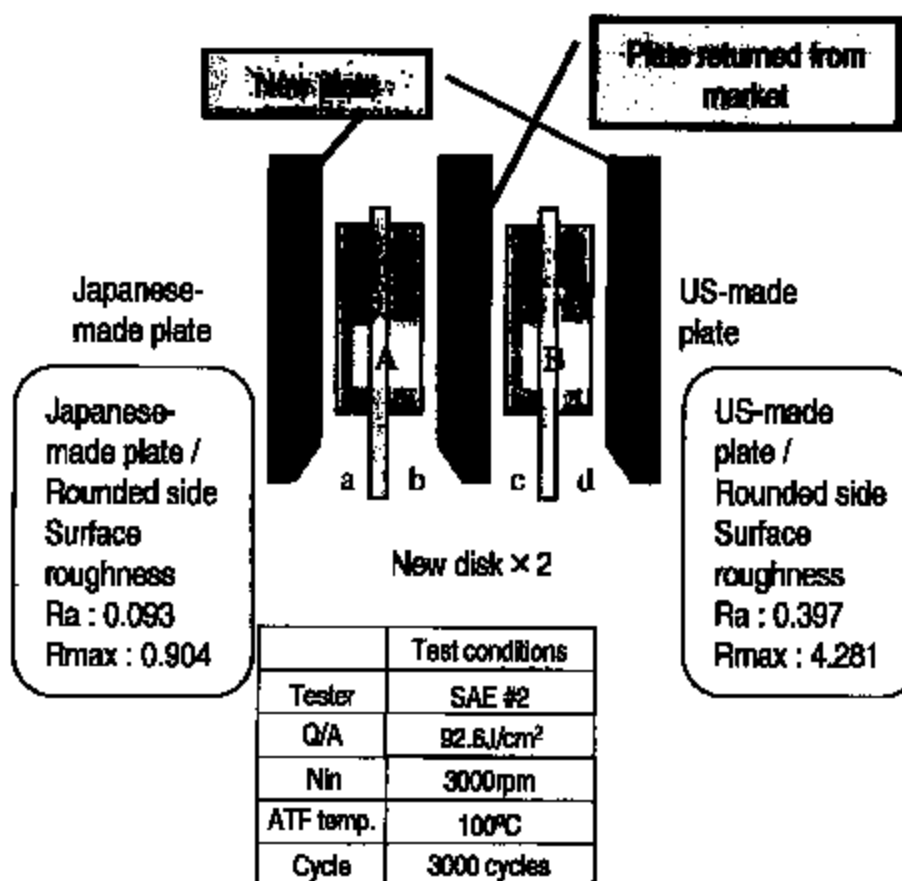
	Ra	Rmax	Stamping (rounded) side	Sanding (burr) side
US-made 3rd clutch plate returned from market	0.212 / 0.197 [Rounded side / Burr side]	2.880 / 1.884		
US-made new clutch plate	0.582 / 0.382	3.661 / 4.151		
Japanese-made new clutch plate	0.108 / 0.143	1.089 / 1.943		

Results of Duplication Test on Individual Clutch Plates

<Purpose> To verify influence of surface roughness on amount of wear

<Result>

#1 plate of 3rd clutch of No.1004257 transmission
returned from the market



Ra	0.093	0.212	0.197	0.397
Rmax	0.904	2.880	1.844	4.281

(Clutch plate surface roughness specified in drawing = Ra 0.5)

- The clutch plate returned from the market and the US-made new clutch plate compared poorly with the Japanese-made new clutch plate in both amount of wear and surface roughness (Ra/Rmax).

Surface Roughness of Clutch Plate in Current Mass Production

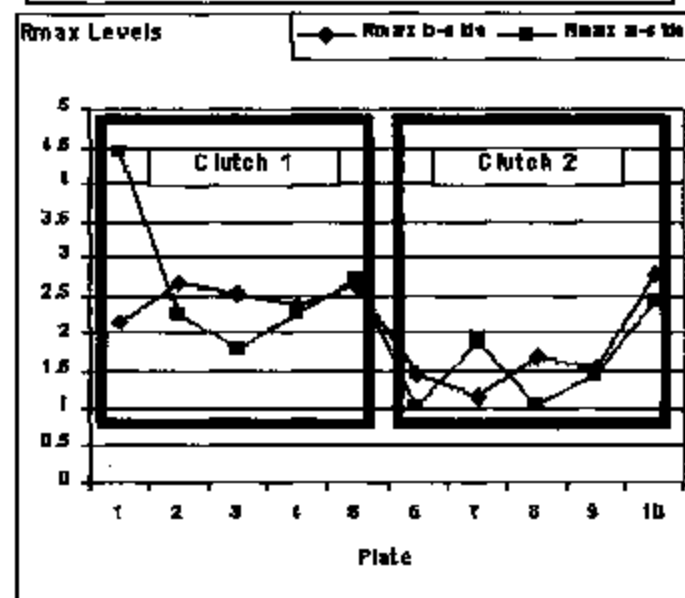
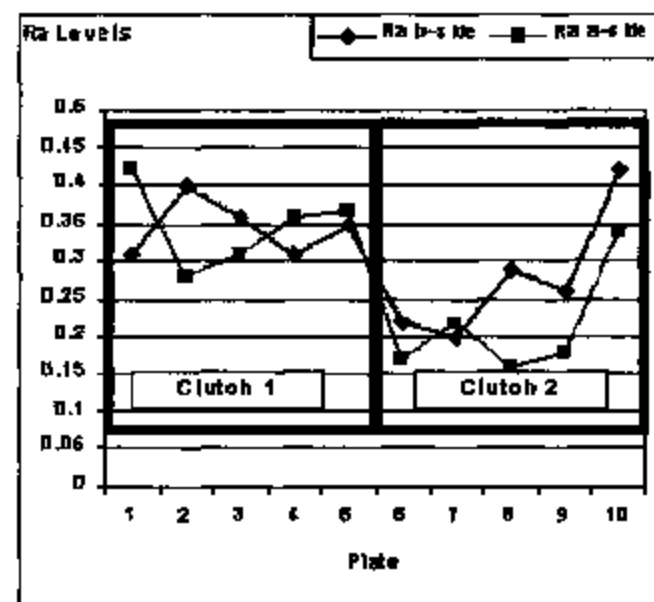
MP 3rd clutch Clutch Plate

Data collected 1-30-02

Plate 1 = E/P side

Side a = sanding (burr) side; Side B = stamping (rounded) side

Spec			0.5 max	---	0.5 max	---
Clutch build Date	Plate	side	Across Sanding		With Sanding	
			Ra	Rmax	Ra	Rmax
2001/12/5	1	b	0.31	2.13	0.22	1.38
		a	0.42	4.44	0.19	1.55
	2	b	0.4	2.65	0.03	0.36
		a	0.28	2.28	0.47	2.87
	3	b	0.36	2.52	0.03	0.26
		a	0.31	1.78	0.14	0.82
	4	b	0.31	2.37	0.3	2.23
		a	0.36	2.26	0.19	1.21
	5	b	0.35	2.62	0.04	0.31
		a	0.37	2.71	0.16	2.14
Average	b	0.35	2.46	0.12	0.91	
	a	0.35	2.89	0.23	1.72	
	E/P	0.49	3.68	0.15	1.06	
2001/12/5	1	b	0.22	1.43		
		a	0.17	0.99		
	2	b	0.2	1.14		
		a	0.22	1.85		
	3	b	0.29	1.67		
		a	0.16	1.02		
	4	b	0.26	1.51		
		a	0.18	1.44		
	5	b	0.42	2.76		
		a	0.34	2.44		
Average	b	0.28	1.70			
	a	0.21	1.55			
	E/P	0.2	1.32			



- Surface roughness measurements (Ra/Rmax) showed an undesirable tendency among the US-made clutch plates in current mass production.

Duplication Mode Analysis ~ Auto Shift ~

Shift to a lower/higher gear [AUTO Shift]

	0/8	1/8	2/8	3/8	4/8	5/8	6/8	7/8	8/8
1-3 UP shift									
1-4 UP shift									
1-5 UP shift									
2-3 UP shift									
2-4 UP shift									
2-5 UP shift									
3-1 DOWN shift									
3-2 DOWN shift									
3-4 UP shift									
3-5 UP shift									
4-1 DOWN shift									
4-2 DOWN shift									
4-3 DOWN shift									
5-1 DOWN shift									
5-2 DOWN shift									
5-3 DOWN shift									

■ : OK'd by verification in FDD mode

■ : OK'd by verification of Q/A requirement

□ : Mode negligible without calculation

■ : Mode Irrelevant to 3rd

■ : OK'd by verification conducted this time

● Auto mode at ordinary temperature had no problem.

Duplication Mode Analysis ~ Tiptronic (Sequential) Mode ~

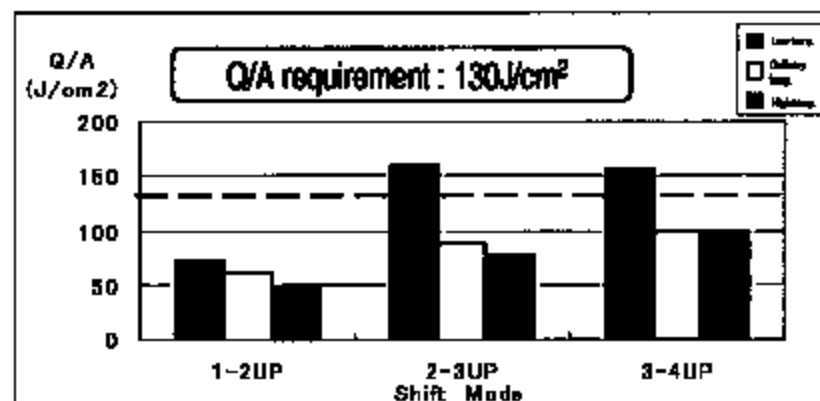
Shift to a lower/higher gear [MANU Shift] Including TIP

	20	40	60	80	100	120	140	160	180
1-3 UP shift									
1-4 UP shift									
1-5 UP shift									
2-3 UP shift									
2-4 UP shift									
2-5 UP shift									
3-1 DOWN s									
3-2 DOWN s									
3-4 UP shift									
3-5 UP shift									
4-1 DOWN s									
4-2 DOWN s									
4-3 DOWN s									
5-1 DOWN s									
5-2 DOWN s									
5-3 DOWN s									

● Tiptronic (sequential) mode had no problem either.

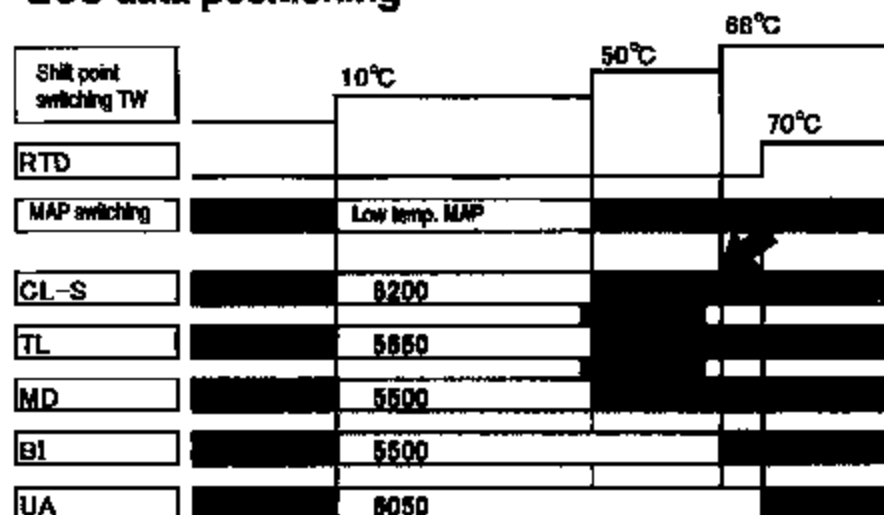
Duplication Mode Analysis ~ Analysis of Influence of Low Temperature ~

Result of verification of Q/A on upshift at full (8/8) throttle, conducted at different engine coolant/ATF temperatures



Q/A exceeded the requirement on 2-3 upshift and 3-4 upshift at low engine coolant/ATF temperatures.

ECU data positioning



● For CO, consideration will be given to implementation of the following countermeasures:

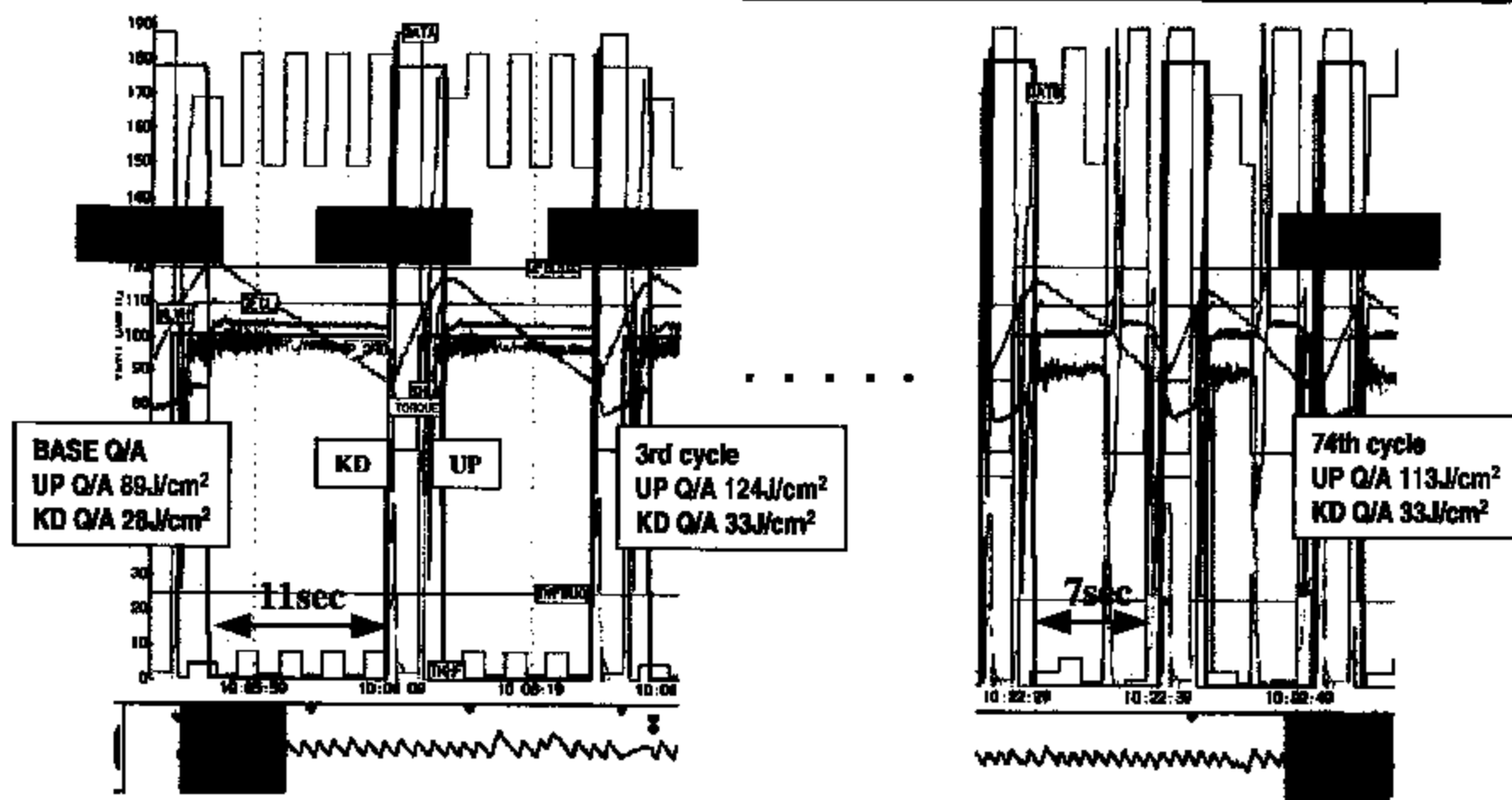
- ① Change the engine speeds at which shift points occur after cold start.
(This change needs adjustments with 34D) ~ 6/Feb
 - ② Review the transient hydraulic characteristics at shift change when low temperature MAP (shift schedule) is selected to shorten the time required for shifting, thus keeping Q/A down. ~ 6/Feb
- Verify the influence of low temperature on high Q/A by single unit durability test. ~ 8/Feb

Results of tests of CO/UA on which proposed countermeasures were tried

	Q/A (J/cm ²)	TATFL (°C)	MAX-Ne (rpm)	Q/A at development
CO	169	24	6402	88
UA	108	19	6234	82

● The proposed countermeasures may bring about the desired effect on UA owing to a synergistic effect of the countermeasures and DBW (drive by wire).

Duplication Mode Analysis ~ Kickdown Shift/Upshift Repeat Mode ~



85-cycle repeat mode

- Test started using new US-made disks and plates

Clearance before test (mm)	0.79	Burn level	B2
Clearance after test (mm)	1.48		
Amount of wear (mm)	0.69		

- After the "trick" test in kickdown shift/upshift repeat mode, the 3rd clutch worn but its frictional properties suffered no deterioration (see the next page for details). Verification will be continued as to the amount of wear.

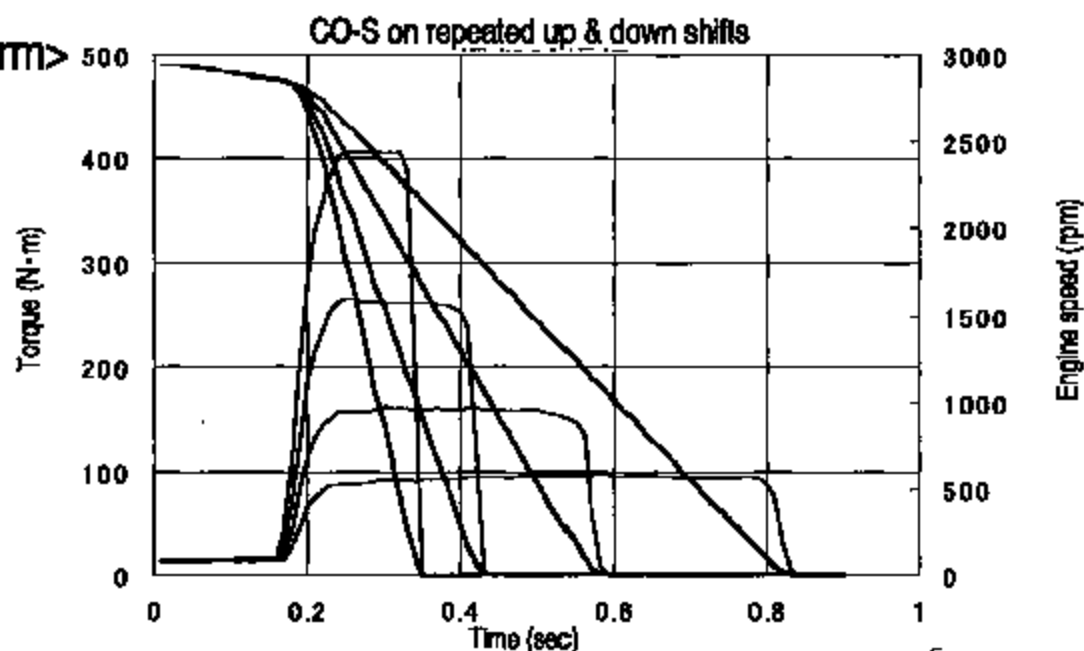
Results of Verification of Change in Frictional Properties of 3rd Clutch after Repeated 2-3-3-2 Shifts

<Frictional properties>

Clutch	Burn level	Pressing force	μ 200	μ 1200	μ 2400	μ ratio
3rd	B2	134kgf	0.138	0.137	0.132	1.007
		223kgf	0.127	0.137	0.134	0.927
		402kgf	0.117	0.125	0.127	0.936
		680kgf	0.100	0.114	0.120	0.877
SPEC		223kgf	—	0.13 ± 0.01	(0.135 ± 0.01)	0.93 ± 0.07

Toil 80°C

<Torque waveform>



Disk wear amount :
126 μ m/piece

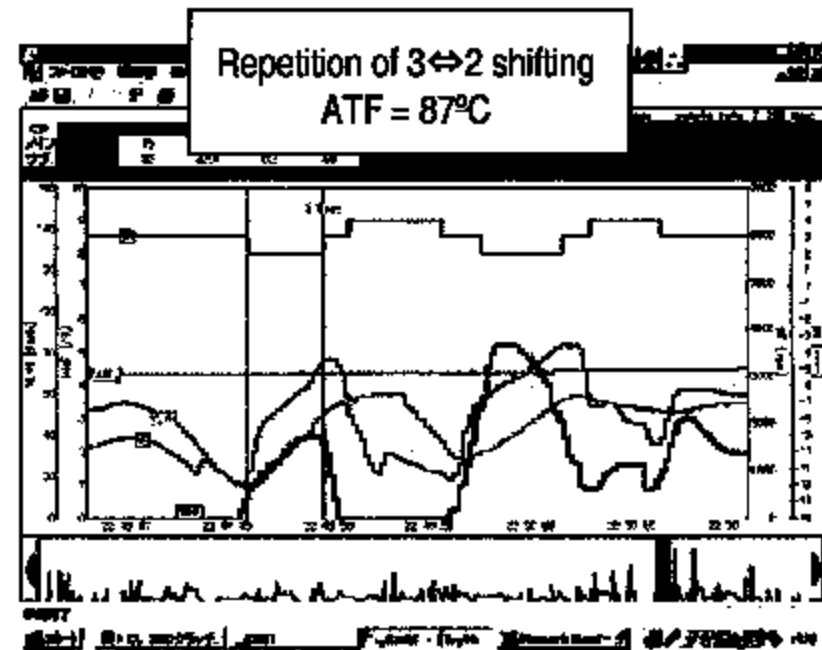
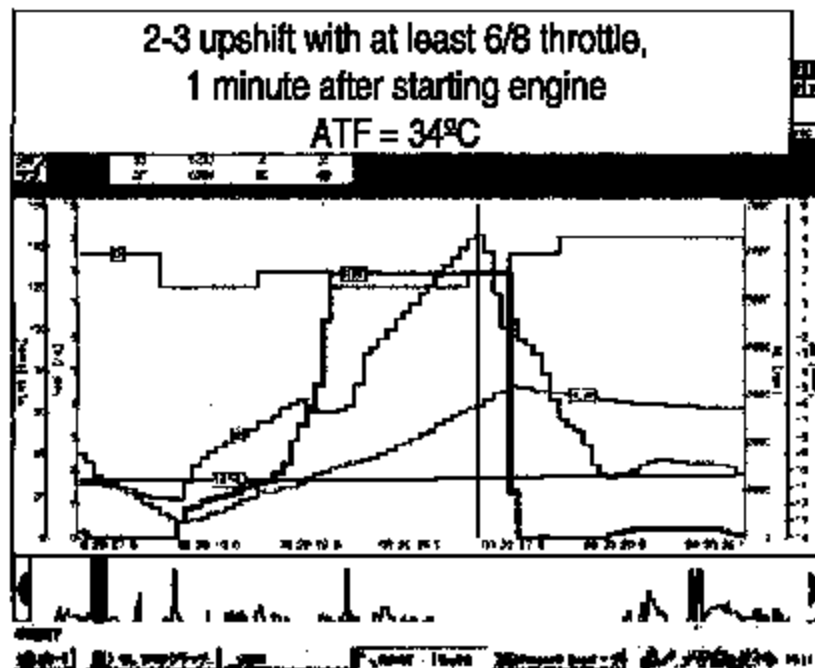
- After the "trick" test conducted by repeating 2-3-3-2 shifts, the 3rd clutch suffered no abnormal deterioration in its frictional properties and its initial/dynamic μ values were in conformity with SPEC.

Results of Analysis of the Failed Third Transmission of Chet EVP Vehicle

When the distance the Chet EVP vehicle had covered totaled 2,560km, the engine flared up on 2-3 upshift.

Disassembly of the transmission revealed that the 3rd clutch was NG; 3 out of 5 clutch disks were so worn that the core was exposed.

Driving mode was reviewed again.

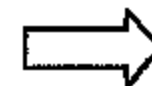


When Chet EVP vehicle was used for commuting,

- 3↔2 shifting was repeated 2 or 3 times, twice/day in the morning and evening.

(There was no repetition of kickdown shift at high speeds)

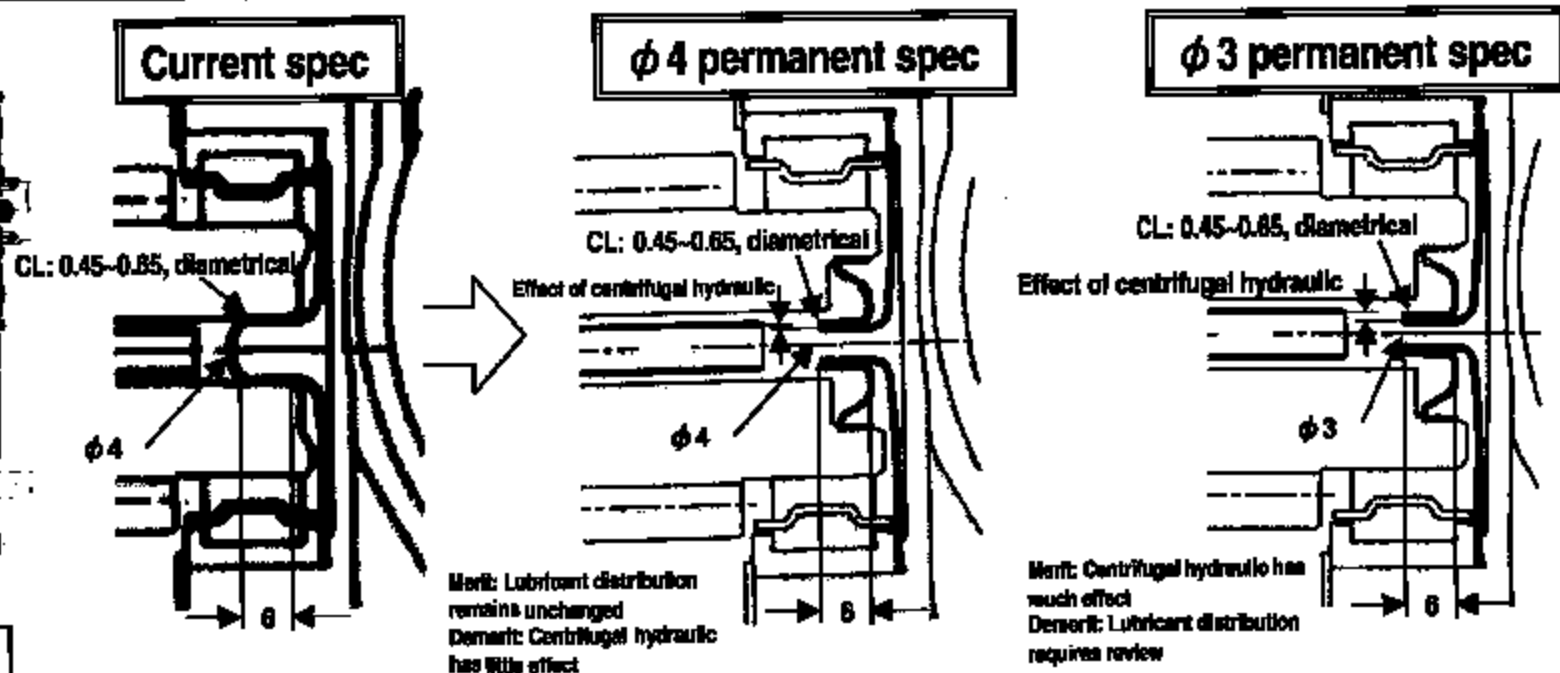
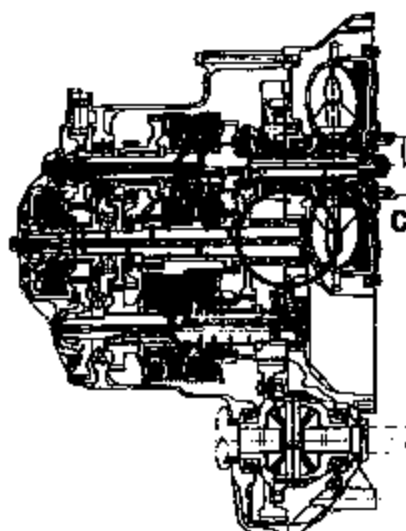
- 2-3 upshift with at least 6/8 throttle after cold start was once/day.



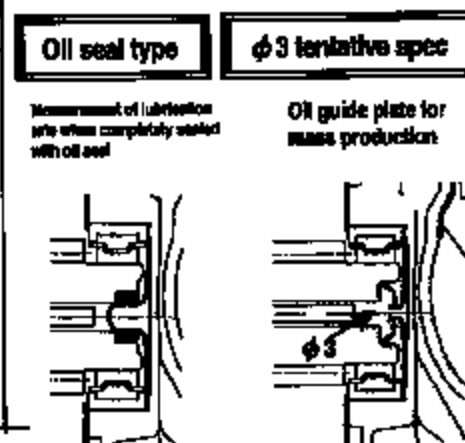
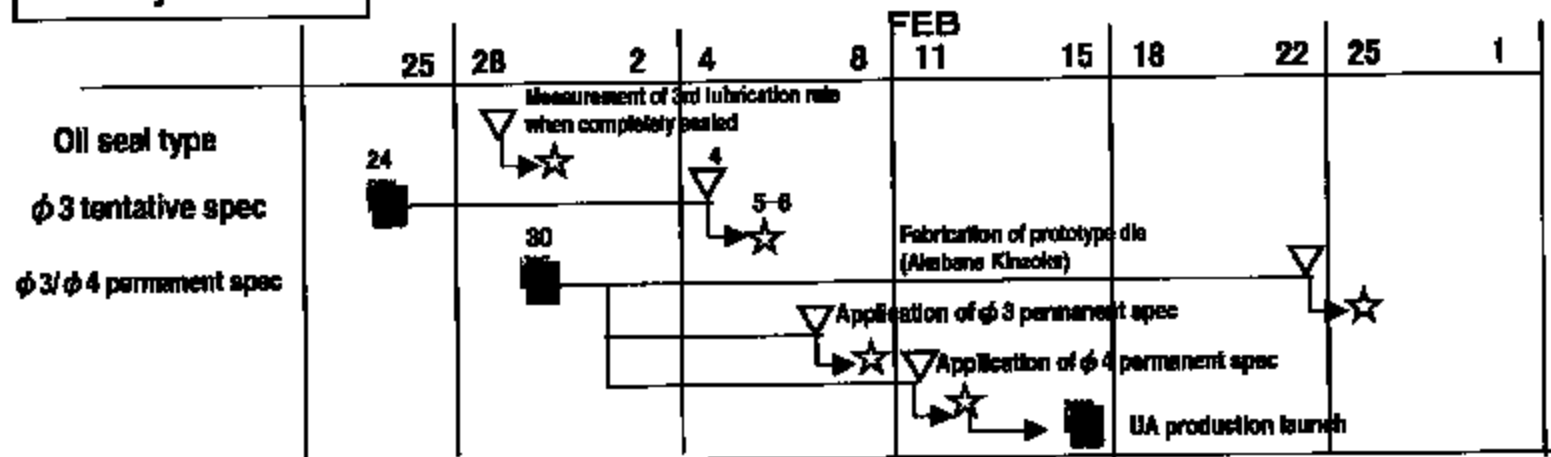
Repeat mode and cold (without retard) shift mode were discovered.

Verification in these modes should be conducted.

Measure to Stabilize Lubrication to Countershaft/Oil Guide Plate Area



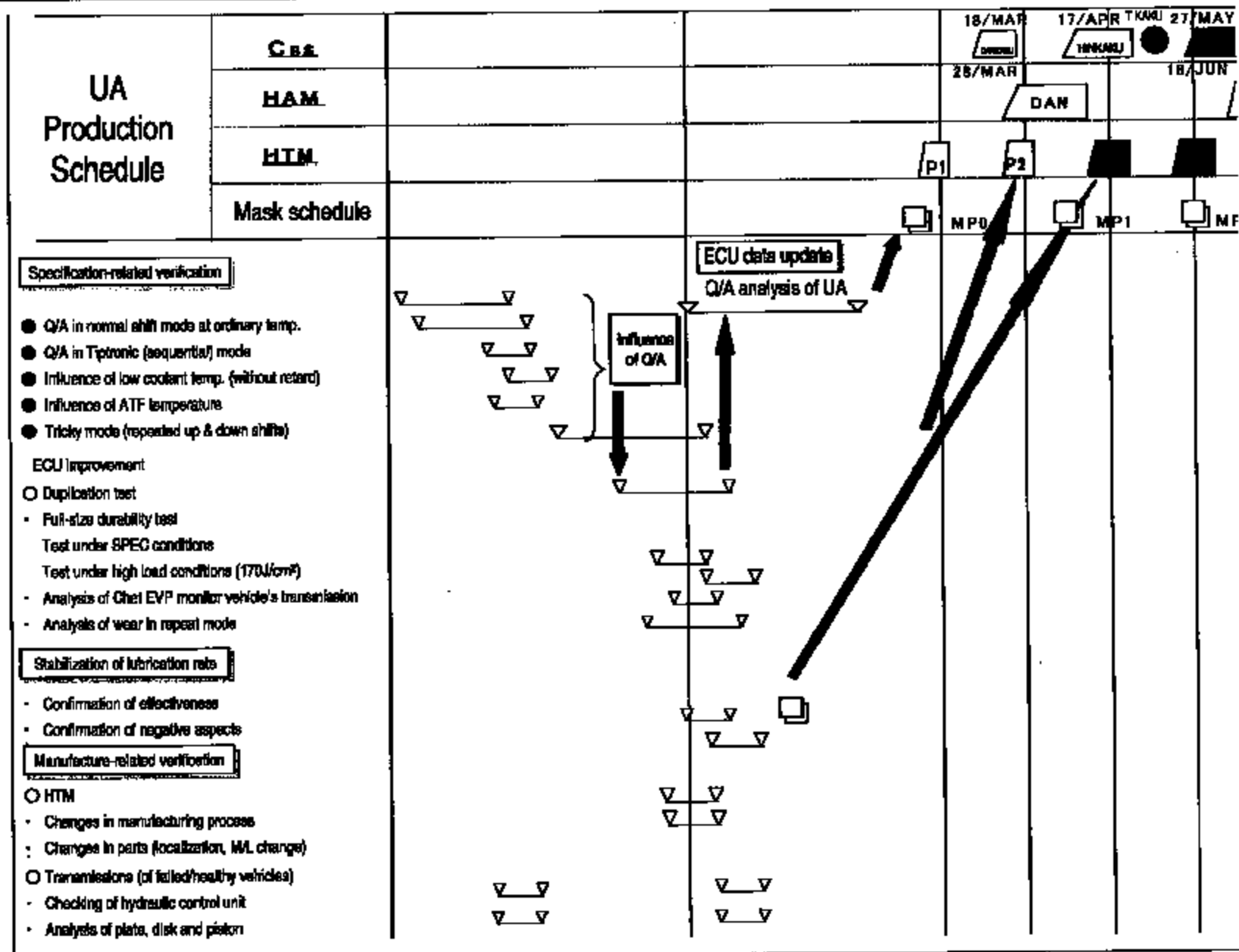
Activity schedule



Test result

- When the oil seal type to provide complete sealing was used, the 3rd lubrication rate measured 2080cc/min at 4000rpm.
When the standard type was used, the 3rd lubrication rate measured 1540 to 1740cc/min at 4000rpm.

Future Activity

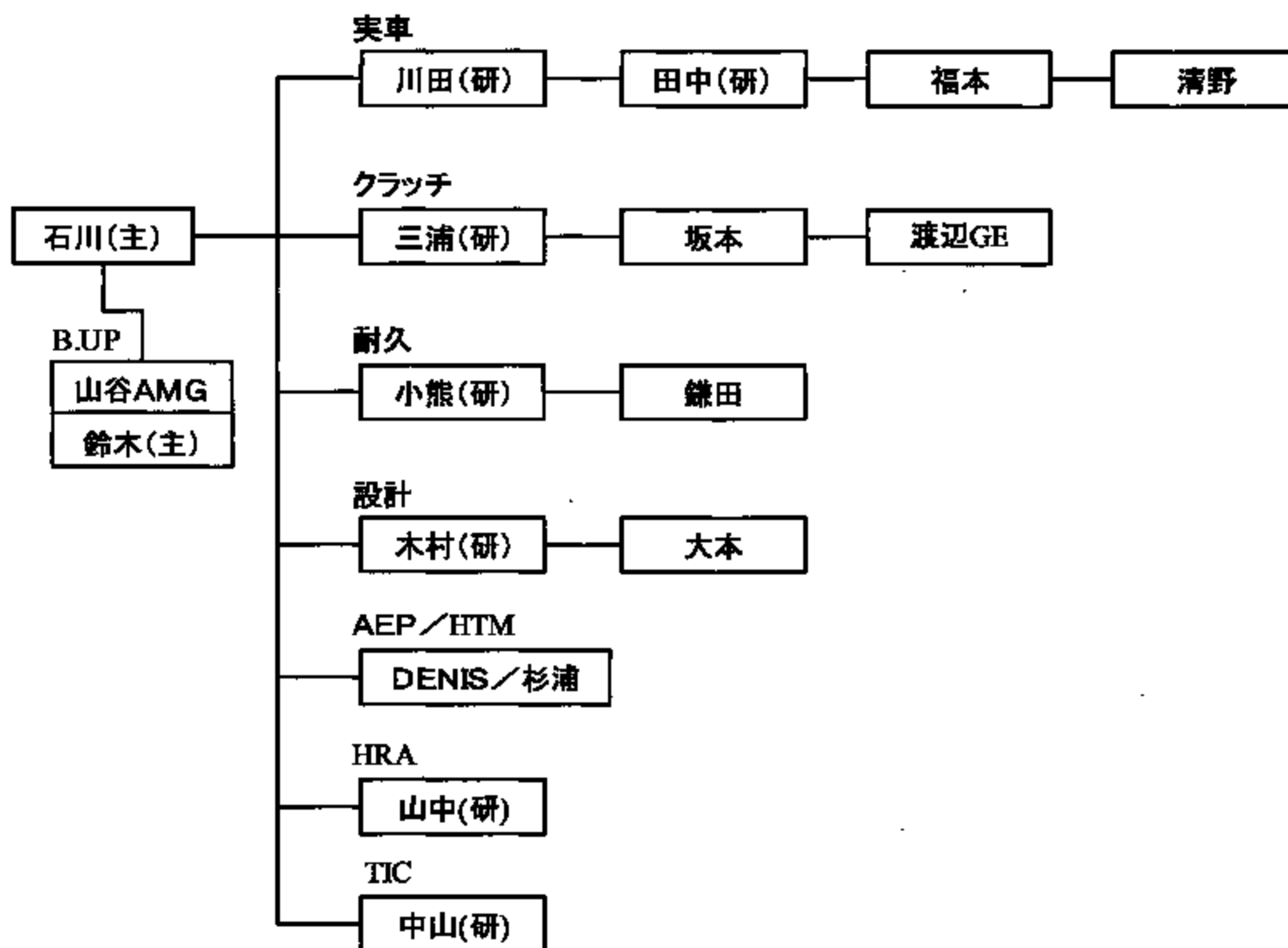


01 CL 変速不良(3rD焼け)

CL-S 3RDクラッチ焼け 解析状況

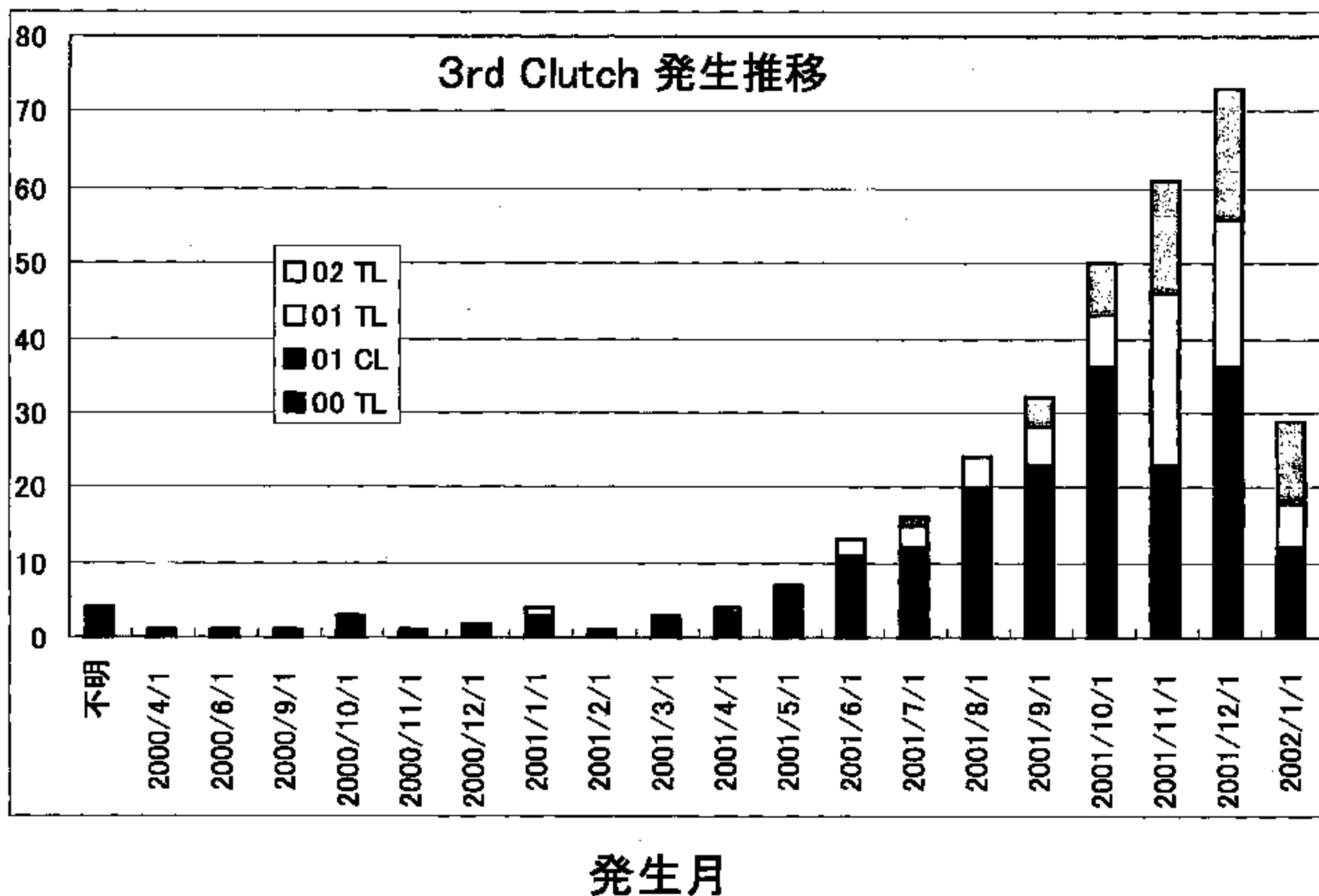
2002/ 2/ 1 MM報告

CL クラッチ焼け解析対策体制

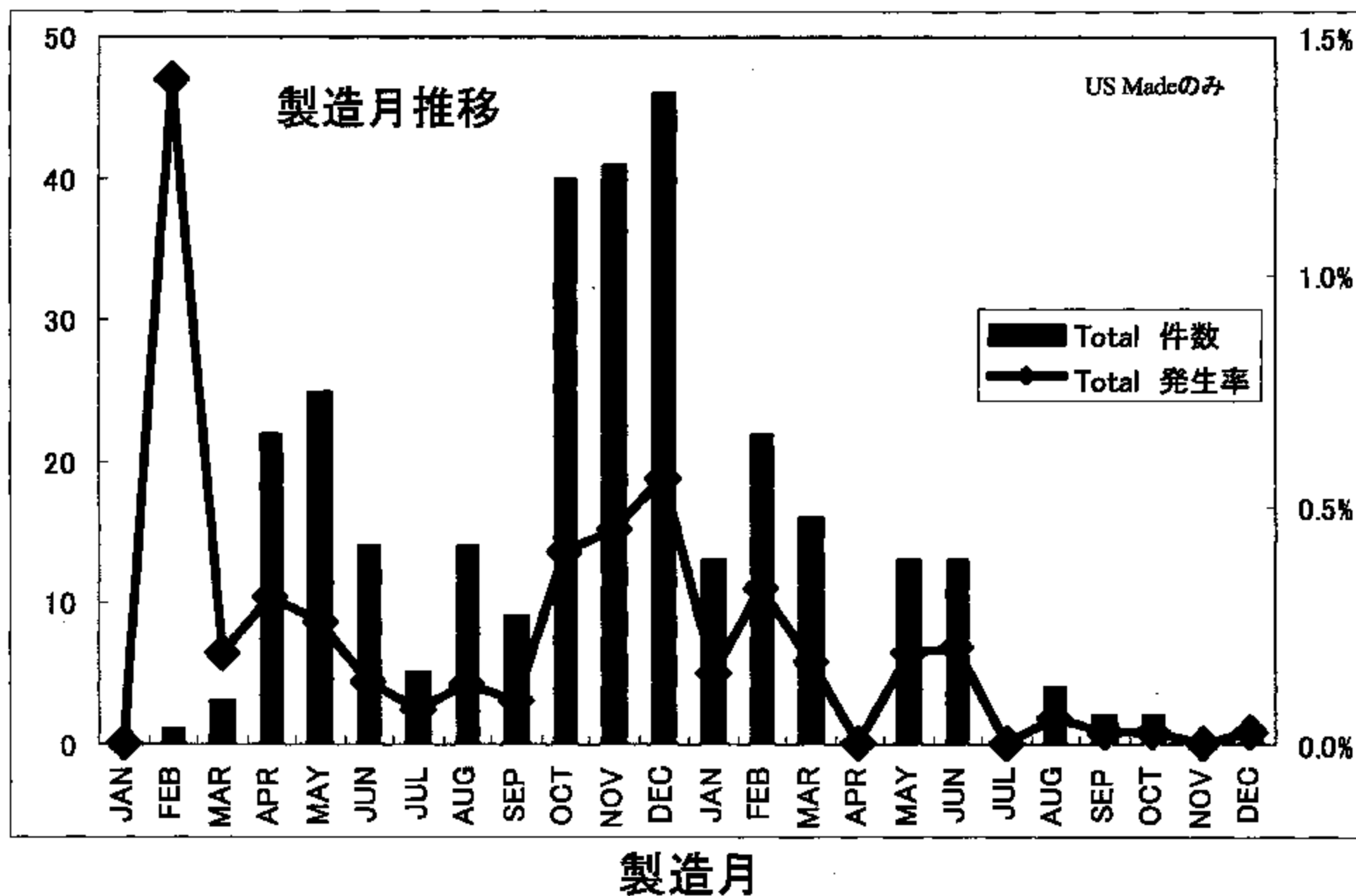


- 発生状況
- 製造、仕様変化点整理
- 回収Miss解析
- 再現モード解析
- 潤滑量安定化対応
- 今後の展開計画

CL-S 3RDクラッチ焼け 発生状況



CL-S 3RDクラッチ焼け 発生状況



製造変化点 3RDクラッチパック(FCCまとめ)

'01.4月にFCCにおけるJPN → US移管(Assy化)
同時に、右記の黄色の部品について

現調化を開始した

その後の3rdクラッチパック関連での部品・製造工程変化点

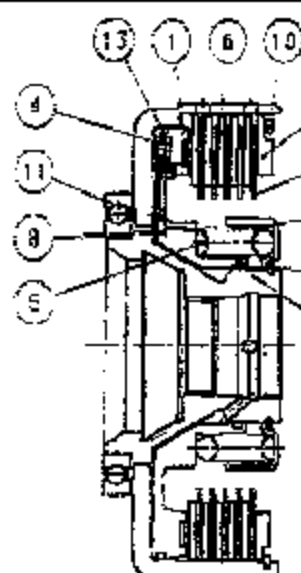
● '01.10月 GUIDE COMP US現調開始

● '01.12 DISK接着 FCC-indiana

→ FCC-north calornia 移管

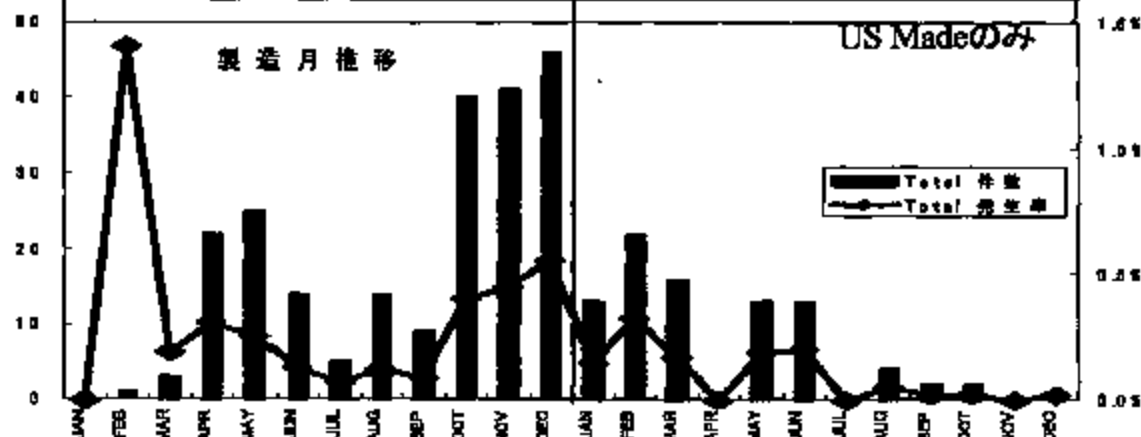
上記以外'00.4以降、量産途中で

M/L・材質・設備等変化点なし



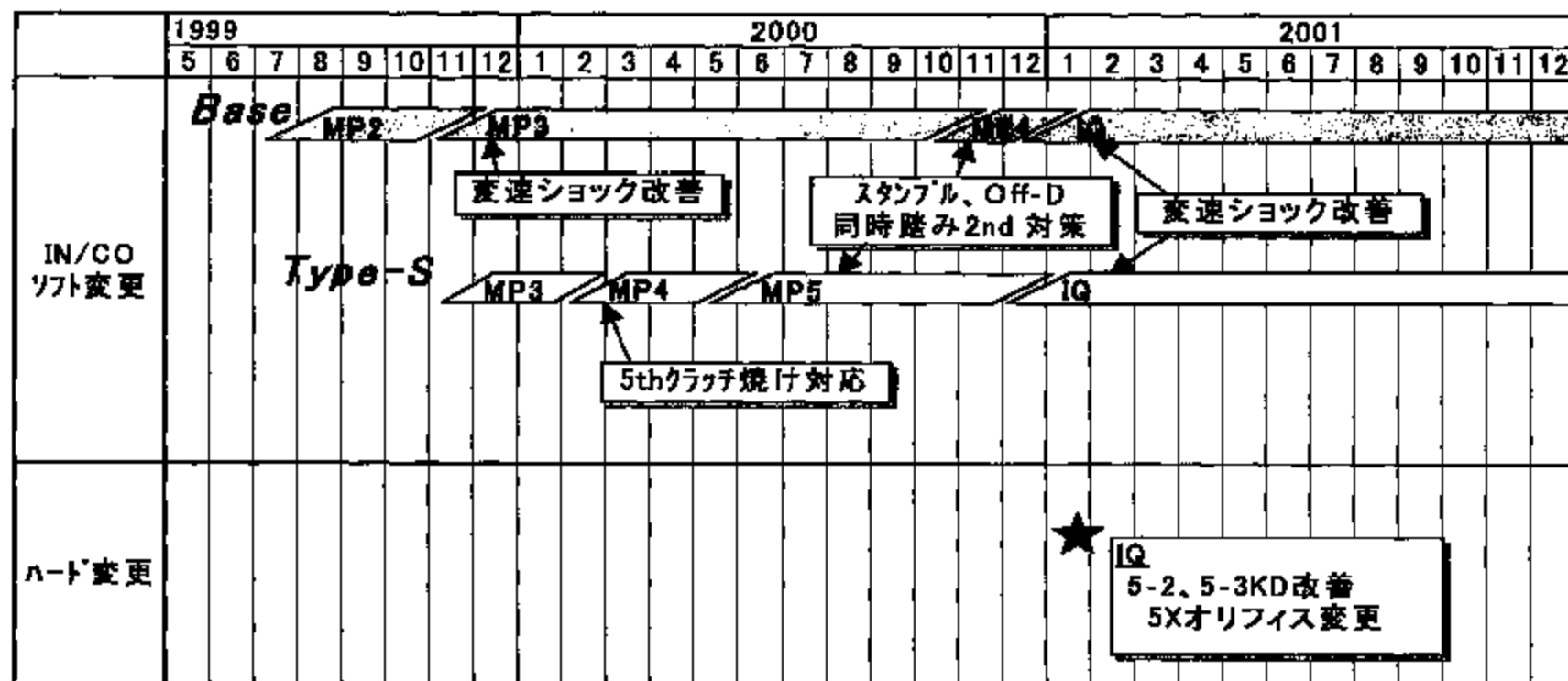
#	Parts #	Parts name
1	22539-PAX-0030	Spr.clutch disk
1	22539-P02-0030	Spr.clutch disk
2	22551-PX4-0030	Plate,clutch end
3	22844-P7W-0030	Clutch,clutch
		Facing
4	22851-P7W-0030	Guide comp,2nd clutch (G380)
		Hab,2nd guide
5	22852-R7W-0030	Spr.clutch return
6	22853-P7W-0030	Plate,clutch 2,3
7	22854-P7W-0030	Spr.return app.
8	22870-P7W-0130	Piston comp,2nd clutch
	22871-P7W-0130	Piston,2nd clutch
		Valve comp,check
8	90803-FL4-0000	Circlip,ex.42
9	90803-P24-A110-MH	Circlip,ex.42
10	90806-PX4-0030	Snap ring,133mm
11	91004-P7W-0030	Brg.,ball 90x83.5x8
12	91302-FL4-0030	O-ring,41.8x2.2
13	91303-PX4-0040	O-ring,114x2.2
-	22850-P7W-0130	Clutch Assy

	1999	2000	2001
Mss.量産開始 (FCC-細江)	★ Aug		
HTM.量産開始 (FCC-indiana)		★ APR	
			★ DCT GUIDE COMP現調化
			★ DEC DISK接着移管

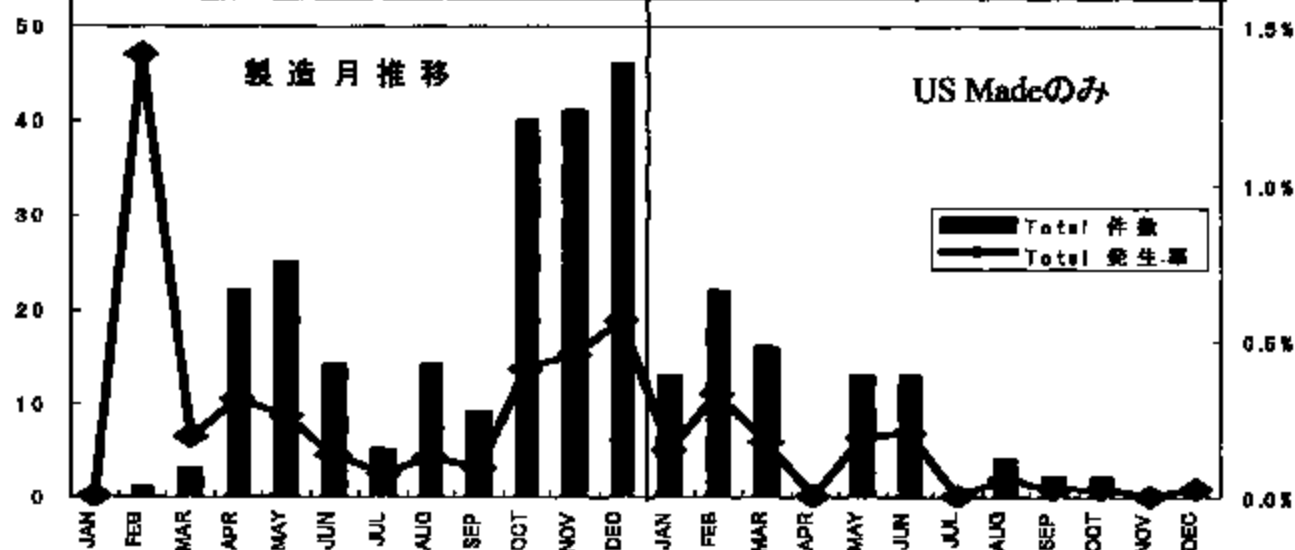


HTM内の工程変化
その他の部品についても検証中
~4/Feb

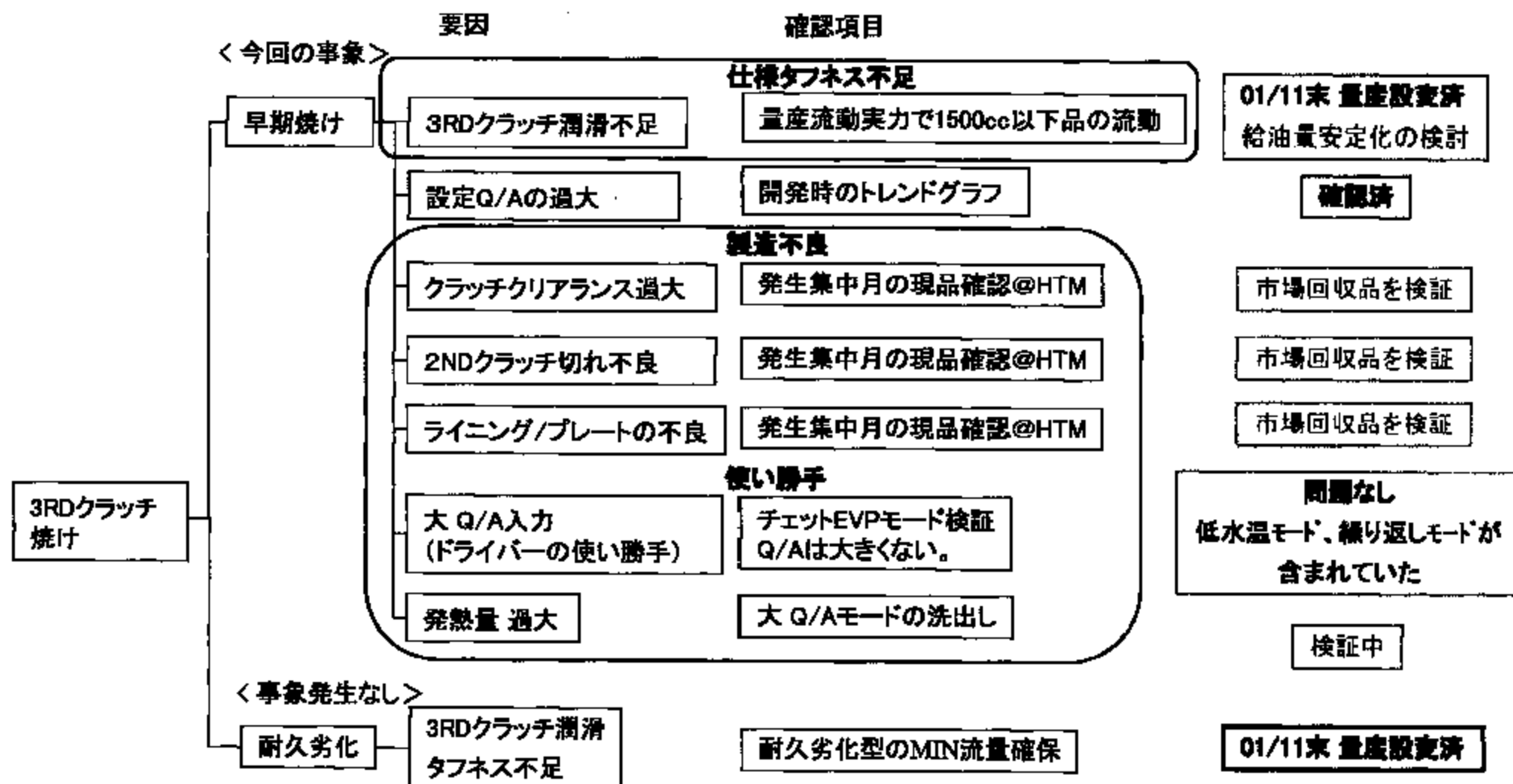
IN/CO 仕様変化点



仕様変化の影響度を継続して
検証する(ENGデータの変更etc)
~4/Feb



要因分析と今回までの解析項目



BGFA回収Miss3rdクラッチフェーシング異常摩耗

回収Miss各クラッチ段 焼け状況

	Miss No	走行距離	製造年月	クラッチ製造年月	LOW	2ND	3RD	4TH	5TH
①	BGFA-1004257	53280Km	'00/5/12	'00/5/3	A2	B1~B2	NG	B2	B2
②	BGFA-1019575	3416Km	'00/10/16	判別不能	A2	B1		B2	A2
③	BGFA-1019558	9296Km	'00/10/16	↑	A2	A2		B1	A2
④	BGFA-1018744	35138Km	'00/10/4	↑	A2	A2		B2	A2
⑤	BGFA-1025246	21867Km	'00/12/19	↑	A2	B1	NG	B1	A2
⑥	BGFA-9000702	2560Km	リビルト 調査中	01/5/3	焼けなし	A2	NG	焼けなし	焼けなし

● 回収Miss 6台共、3rdクラッチフェーシング異常摩耗が確認された。

BGFA回収Miss3rdクラッチフェーシング異常摩耗

3rdクラッチディスク摩耗状況(E/P側より #1disk)

* フェーシング基準厚 1.94 ± 0.06

	Miss No	走行距離		#1	#2	#3	#4	#5
①	BGFA-1004257	53280Km	ディスク厚	1.605	1.318	1.47	—	—
			摩耗状況	E/P側フェーシング残り	摩耗大	摩耗大	芯板露出	芯板露出
②	BGFA-1019575 チエットEVP(No.2)	3416Km	ディスク厚	1.581	—	—	—	—
			摩耗状況	E/P側フェーシング残り	芯板露出	芯板露出	芯板露出	芯板露出
③	BGFA-1019558	9296Km	ディスク厚	1.476	—	—	—	—
			摩耗状況	E/P側フェーシング残り	芯板露出	芯板露出	芯板露出	芯板露出
④	BGFA-1018744	35136Km	ディスク厚	—	—	—	—	—
			摩耗状況	芯板露出	芯板露出	芯板露出	芯板露出	芯板露出
⑤	BGFA-1025246	21867Km	ディスク厚	1.73	1.57	1.43	—	—
			摩耗状況	E/P側フェーシング残り	摩耗大	摩耗大	芯板露出	芯板露出
⑥	BGFA-9000702 チエットEVP(No.3)	2560Km	ディスク厚	1.635	1.267	—	—	—
			摩耗状況	E/P側フェーシング残り	摩耗大	芯板露出	芯板露出	芯板露出

● E/P側摩擦面に、フェーシングが多く残存している。

回収ライング μ 特性 確認結果

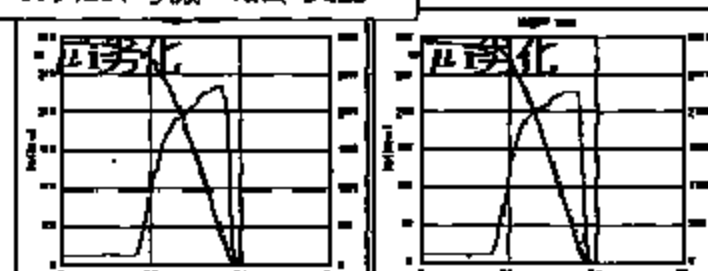
< μ 特性確認クラッチ >

	Miss No	走行距離	製造年月	LOW	2ND	3RD	4TH	5TH
①	BGFA-1004257	83280Km	'00/5/12	A2	B1~B2	NG	B2	B2
②	BGFA-1019575	3418Km	'00/10/16	A2	B1	NG	B2	A2
③	BGFA-1019558	9286Km	'00/10/16	A2	A2	NG	B1	A2
④	BGFA-1018744	36136Km	'00/10/4	A2	A2	NG	B2	A2
⑤	BGFA-1025246	21867Km	'00/12/19	A2	B1	NG	B1	A2

< SAE#2標準モード結果 >

Miss No	変速段	プレート焼け	摩耗量 μm	μ 2400	μ 1200	μ 比
1004257	4TH	B2		0.100	0.128	1.141
	5TH	B2		0.108	0.126	1.111
1019575	4TH	B2	53	0.156	0.148	0.953
	5TH	A2	14	0.096	0.127	1.150
1018744	4TH	B2	150	0.072	0.105	1.200
	5TH	A2	67	0.072	0.108	1.213
	2ND	A2	33	0.115	0.118	1.059
1025246	4TH	B1	93	0.103	0.123	1.098
	5TH	A2	52	0.128	0.127	0.980
初期SPEC				(0.135±0.01)	0.13±0.01	0.93±0.07

1004257号機 4Th 5Th



1019575号機 4Th 5Th



1018744号機 4Th 5Th



1025246号機 4Th 5Th

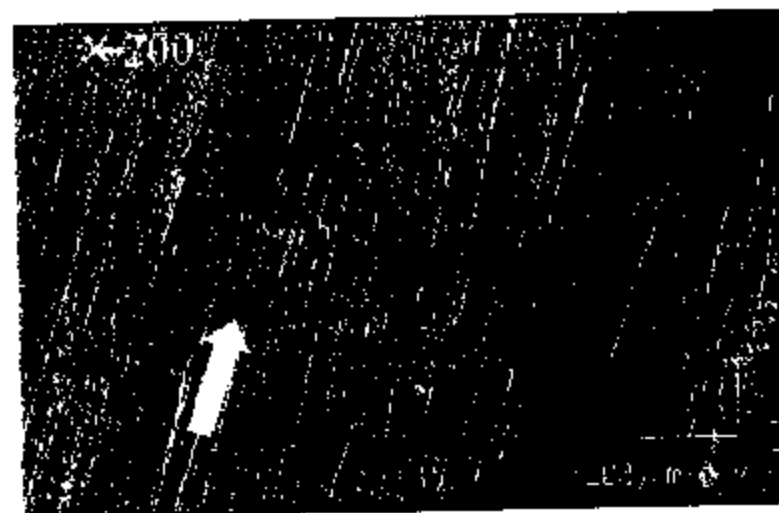
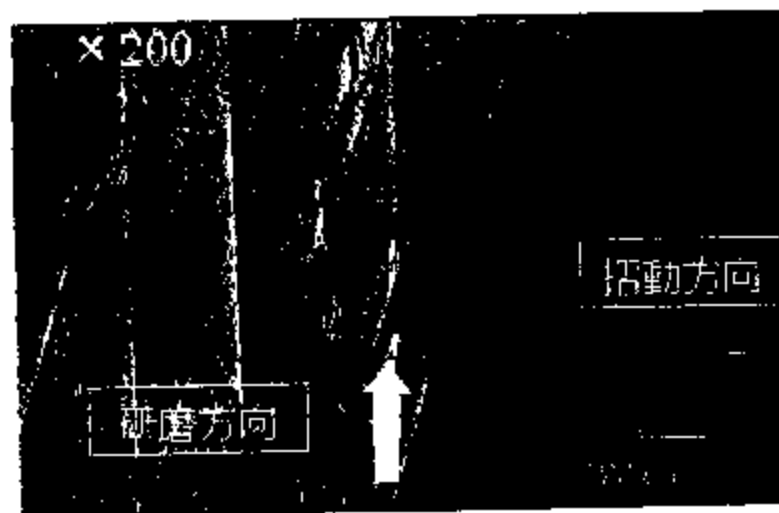


● 回収ライング 4TH、5TH 標準モード結果
μ 特性 確認結果の表 参照
→ 回収ライング 標準モード 確認結果

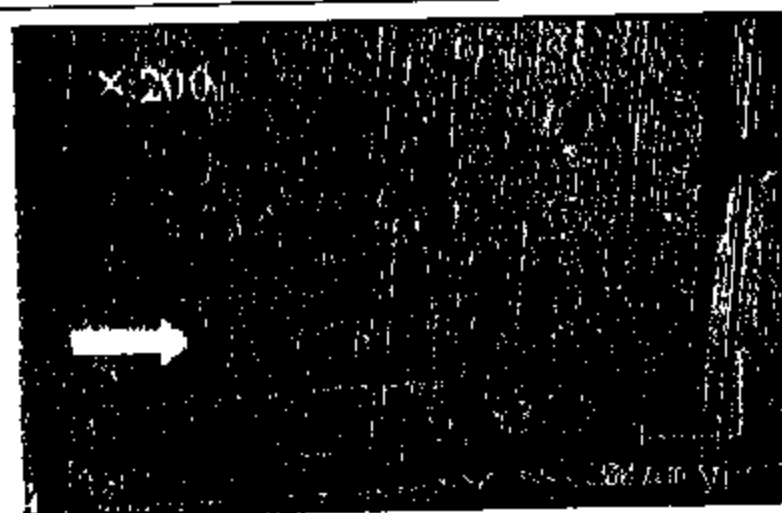
BGFA 回収Miss3rdクラッチフェーシング異常摩耗

①BGFA-1004257 #1プレート(#1、#2ディスク間)表面形状

プレス
ダレ
面側
焼けB2



プレス
バリ
面側
焼けB2



※ 焼付け後、#1プレートに異常な摩耗が見られる。
図形状が見られる。

プレート面粗

<プレート面粗比較結果>

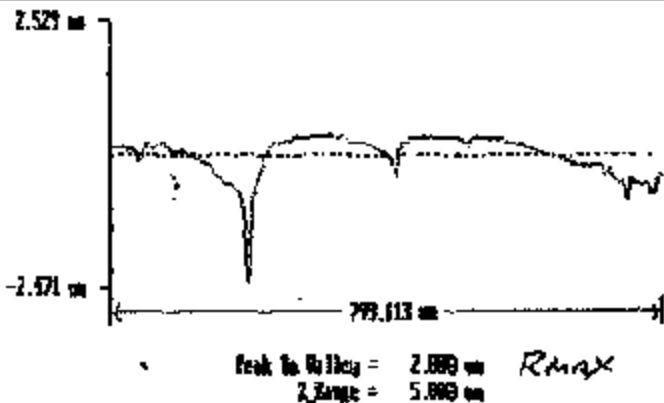
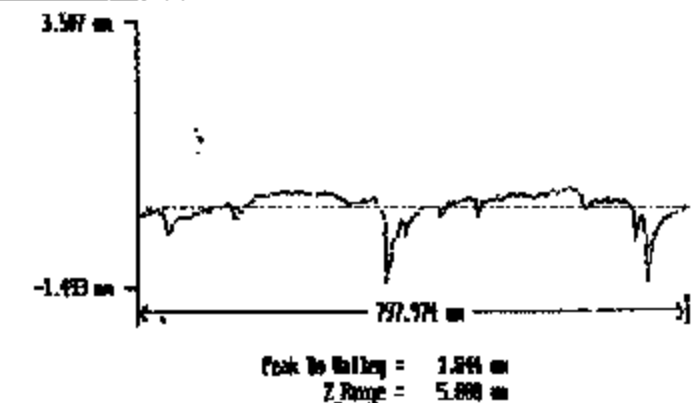
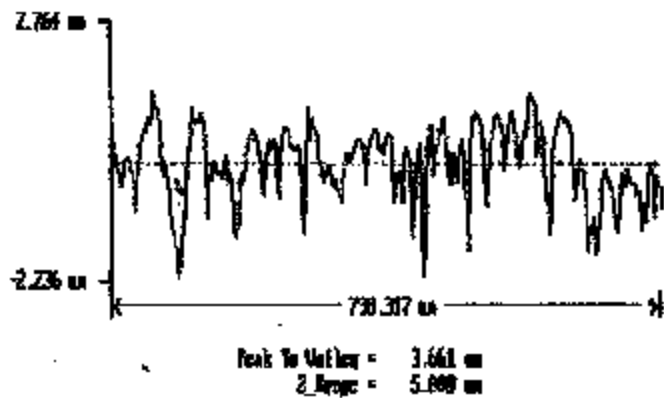
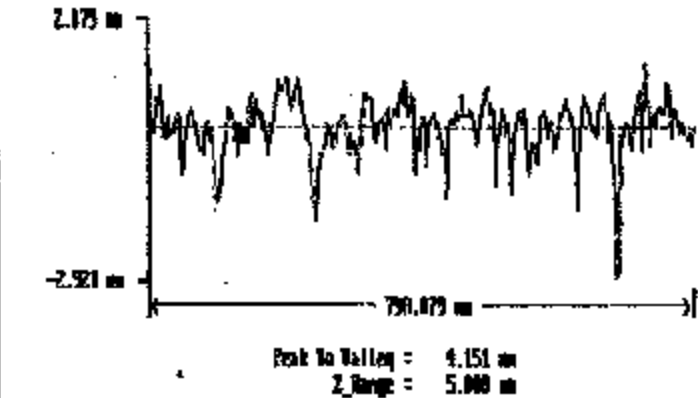
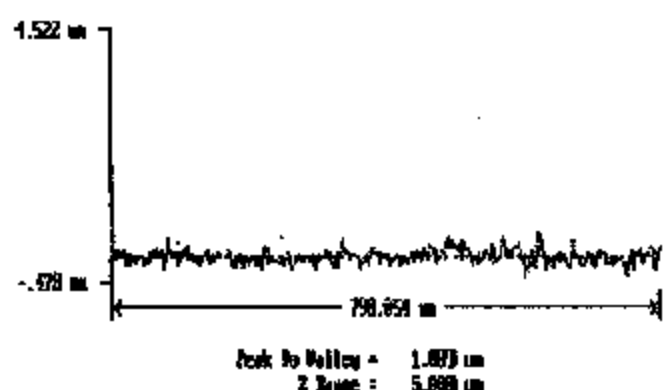

(プレート面粗 図面值 Ra0.5)

BGFA	回収Miss	3RD	ダレ面	0.212	2.880	・市場3rd焼け品 *面粗研磨目90° 方向
			バリ面	0.197	1.844	
	US製新品	3RD	ダレ面	0.528	3.661	
			バリ面	0.382	4.151	
	J製 新品	3RD	ダレ面	0.127	1.373	
			バリ面		1.370	
			ダレ面	0.108	1.089	
			バリ面	0.143	1.943	
PAXA (UA-V)	US製新品	2ND	E/P	0.450	4.318	
			ダレ面	0.432	4.506	
			バリ面	0.436	4.552	

● US製の3rdプレート面粗(Ra/Rms)は、市場品と比較、約1/2程度低減。
 製造工程の改善により、品質向上が図られています。

プレート面粗（面粗波形）

面粗図面値 Ra0.5

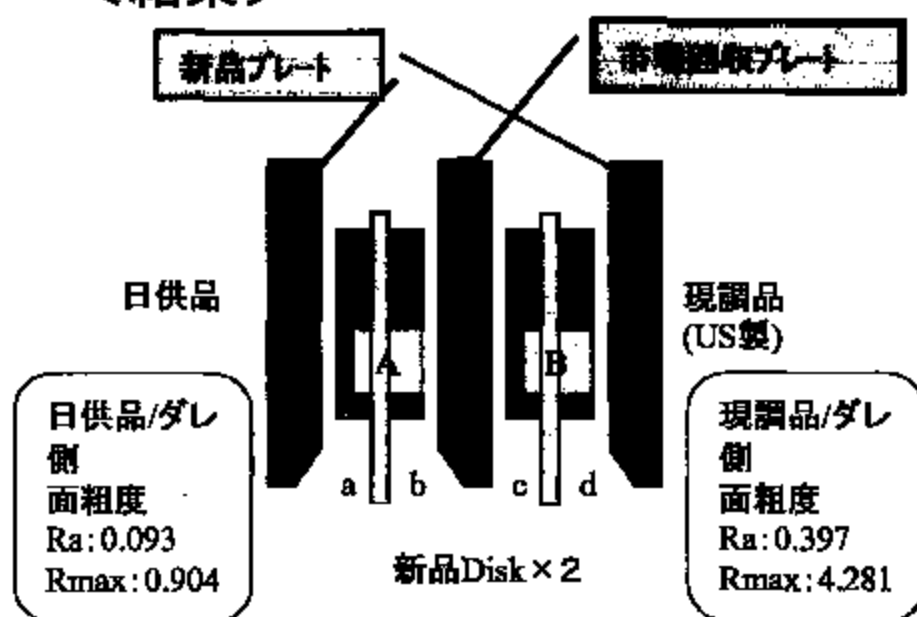
	Ra	Rmax	プレス ダレ面側	プレス ハリ面側
市場 回収 3rd 現調	0.212 / 0.197 [ダレ面 / ハリ面]	2.880 / 1.884	 <p>Peak to Valley = 2.880 um <i>Rmax</i> 2_Sigma = 5.880 um</p>	 <p>Peak to Valley = 1.884 um 2_Sigma = 5.880 um</p>
US 現調 新品	0.582 / 0.382	3.661 / 4.151	 <p>Peak to Valley = 3.661 um 2_Sigma = 5.880 um</p>	 <p>Peak to Valley = 4.151 um 2_Sigma = 5.880 um</p>
J 製 新品	0.108 / 0.143	1.089 / 1.943	 <p>Peak to Valley = 1.089 um 2_Sigma = 5.880 um</p>	 <p>Peak to Valley = 1.943 um 2_Sigma = 5.880 um</p>

単体再現テスト結果

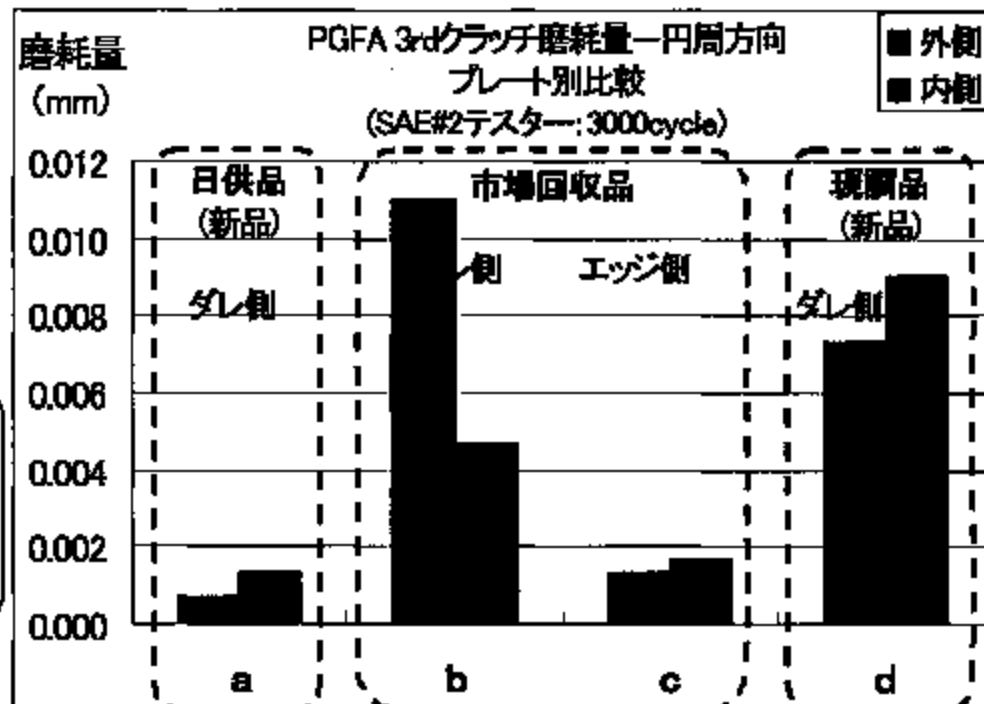
<目的> 一部凹み形状を有する回収プレートでの、摩耗影響確認

#1004257Miss3rd#1回収プレート

<結果>



	テスト条件
テスター	SAE #2
Q/A	92.6J/cm ²
Nin	3000rpm
油温	100℃
サイクル	3000サイクル



Ra	0.093	0.212	0.197	0.397
Rmax	0.904	2.880	1.844	4.281

(プレート面粗 図面值 Ra0.5)

● 回収プレート、US現調プレートとの摩耗試験結果を比較すると、
回収プレートの多いファニング相手盤プレートとの摩耗試験結果は、

量産プレート面粗

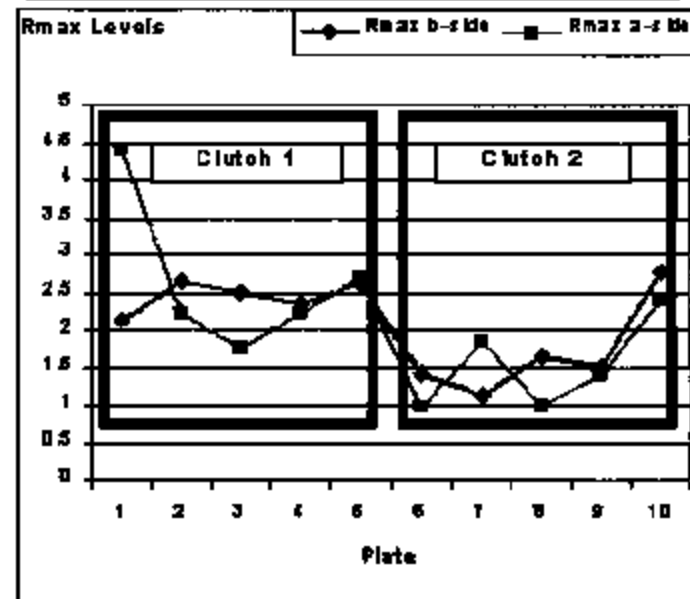
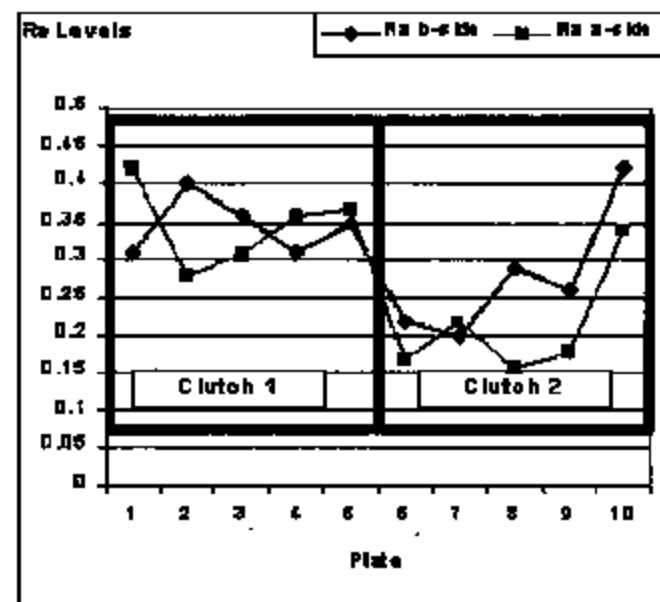
MP 3rd clutch Clutch Plate

Data collected 1-30-02

Plate 1 = E/P side

Side a = sanding (burr) side; Side B = stamping (rounded) side

Spec			0.5 max	—	0.5 max	—
Clutch build Date	Plate	side	Across Sanding		With Sanding	
			Ra	Rmax	Ra	Rmax
2001/12/5	1	b	0.31	2.13	0.22	1.38
		a	0.42	4.44	0.19	1.55
	2	b	0.4	2.65	0.03	0.36
		a	0.28	2.26	0.47	2.87
	3	b	0.36	2.52	0.03	0.26
		a	0.31	1.76	0.14	0.82
	4	b	0.31	2.37	0.3	2.23
		a	0.36	2.26	0.19	1.21
	5	b	0.35	2.62	0.04	0.31
		a	0.37	2.71	0.16	2.14
Average	b	0.35	2.46	0.12	0.91	
	a	0.35	2.69	0.23	1.72	
	E/P	0.49	3.68	0.15	1.08	
2001/12/5	1	b	0.22	1.43		
		a	0.17	0.99		
	2	b	0.2	1.14		
		a	0.22	1.85		
	3	b	0.29	1.67		
		a	0.16	1.02		
	4	b	0.26	1.51		
		a	0.18	1.44		
	5	b	0.42	2.76		
		a	0.34	2.44		
Average	b	0.28	1.70			
	a	0.21	1.55			
	E/P	0.2	1.32			



再現モード解析 ～Autoシフト～

単発変速【AUTO Shift】

	0/8	1/8	2/8	3/8	4/8	5/8	6/8	7/8	8/8
1-3 UP shift									
1-4 UP shift									
1-5 UP shift									
2-3 UP shift									
2-4 UP shift									
2-5 UP shift									
3-1 DOWN shift									
3-2 DOWN shift									
3-4 UP shift									
3-5 UP shift									
4-1 DOWN shift									
4-2 DOWN shift									
4-3 DOWN shift									
5-1 DOWN shift									
5-2 DOWN shift									
5-3 DOWN shift									

■ : FDDmodeで確認 OK

■ : Q/A要件で確認 OK

□ : 未計算であるが、問題無いモード

■ : 3rdが関係しないモード

■ : 今回の検証で確認 OK

● 常温でのAutoモードは問題なし。

再現モード解析 ～タイプトロモード～

単発変速【MANU Shift】 TTP含む

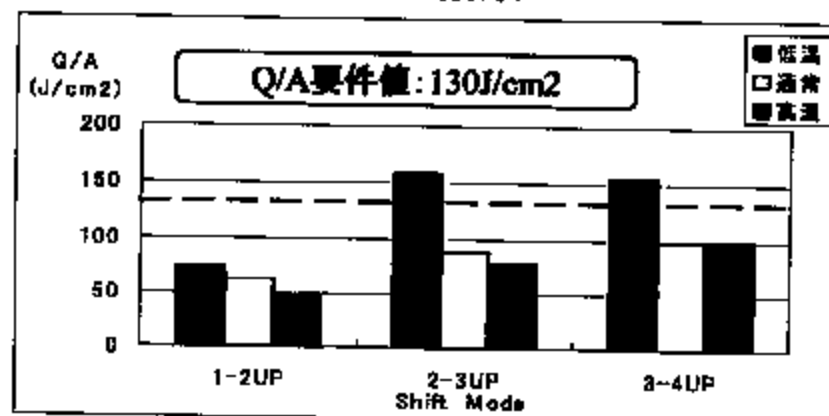
	20	40	60	80	100	120	140	160	180
1-3 UP shift				/	/	/	/	/	/
1-4 UP shift				/	/	/	/	/	/
1-5 UP shift	/	/	/	/	/	/	/	/	/
2-3 UP shift						/	/	/	/
2-4 UP shift						/	/	/	/
2-5 UP shift						/	/	/	/
3-1 DOWN s									
3-2 DOWN s									
3-4 UP shift									
3-5 UP shift									
4-1 DOWN s									
4-2 DOWN s									
4-3 DOWN s									
5-1 DOWN s	/	/	/	/	/	/	/	/	/
5-2 DOWN s									
5-3 DOWN s									

● タイプトロモードも問題なし。

再現モード解析 ～低水温時の影響解析～

ENG水温 & ATF油温別

TH8/8 変速時Q/A確認結果



低温時(ENG水温 & ATF)

2-3UP、3-4UPで要件オーバー発生

●COについては、下記の対策の実施を検討する。

① 低水温時の変速Noの変更(34Dと調整要)

～ 6/Feb

② 低水温MAP時の変速過渡油圧の見直す事で
変速時間を短し発熱量を抑える。～ 6/Feb

●低温、高Q/Aの位置づけを単体耐久にて検証

～ 8/Feb

ECUデータの位置づけ

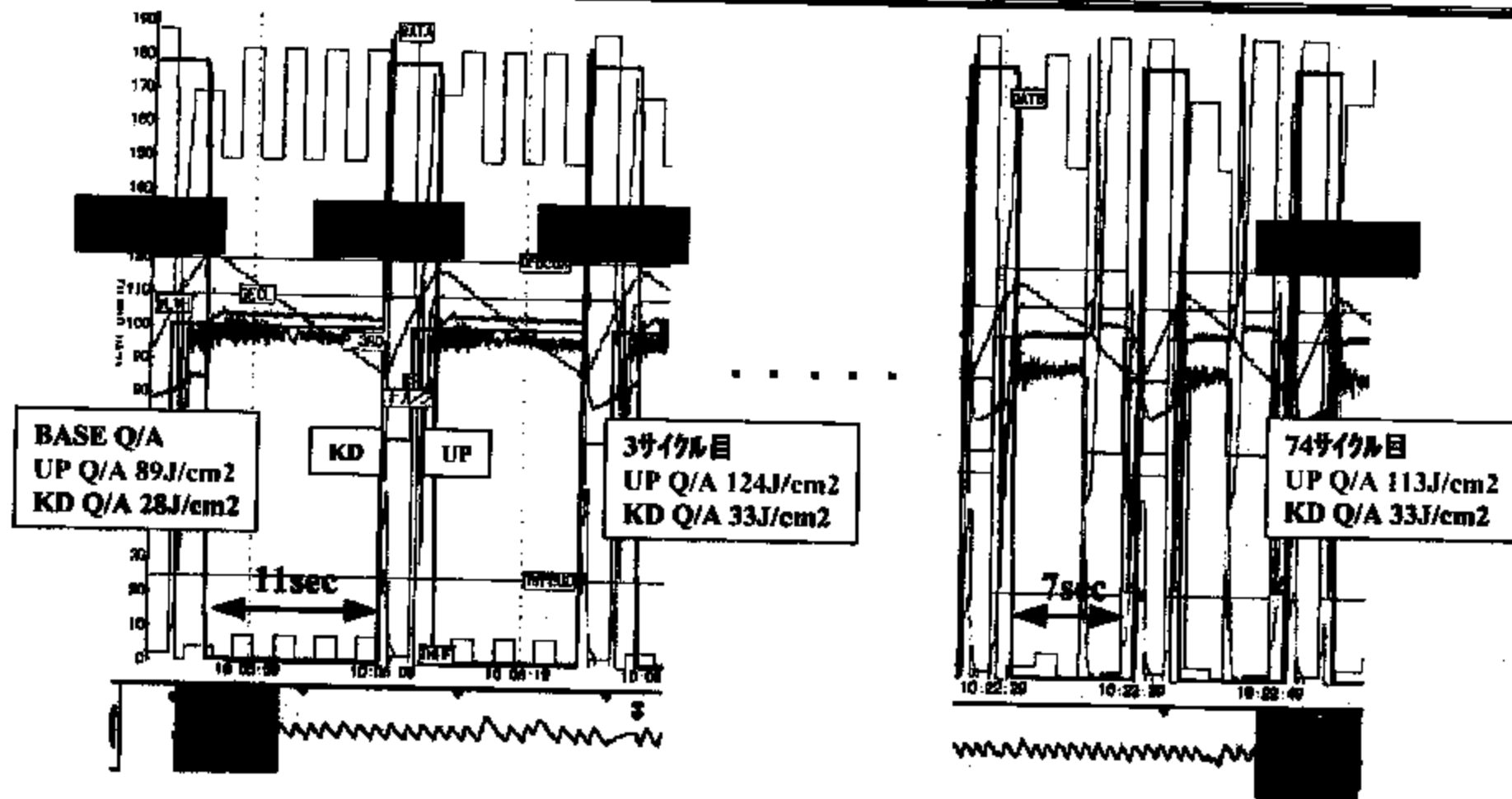
変速切替え TW	10℃	50℃	68℃
RTD			70℃
MAP切替え	低水温 MAP		
CL-S	6200		
TL	5650		
MD	5500		
BJ	5500		
UA	6050		

対策案のテスト結果及び、UAの実力

	Q/A (J/cm ²)	TATFL (℃)	MAX-Ne (rpm)	開発時 Q/A
CO	169	24	6402	88
UA	108	19	6234	82

● 低水温時の変速Noの変更(34Dと調整要)

再現モード解析 ～KD/Shift UP繰り返しモード～



85サイクル繰り返し

・新品USディスク、プレートにてテスト開始

テスト前CL(mm)	0.79	焼けレベル	B2
テスト前CL(mm)	1.48		
摩耗量 (mm)	0.69		

● 繰り返しモード解析結果は、本ページに掲載していません。
詳しくは、別ページをご覧ください。摩耗量については、別途お知らせします。

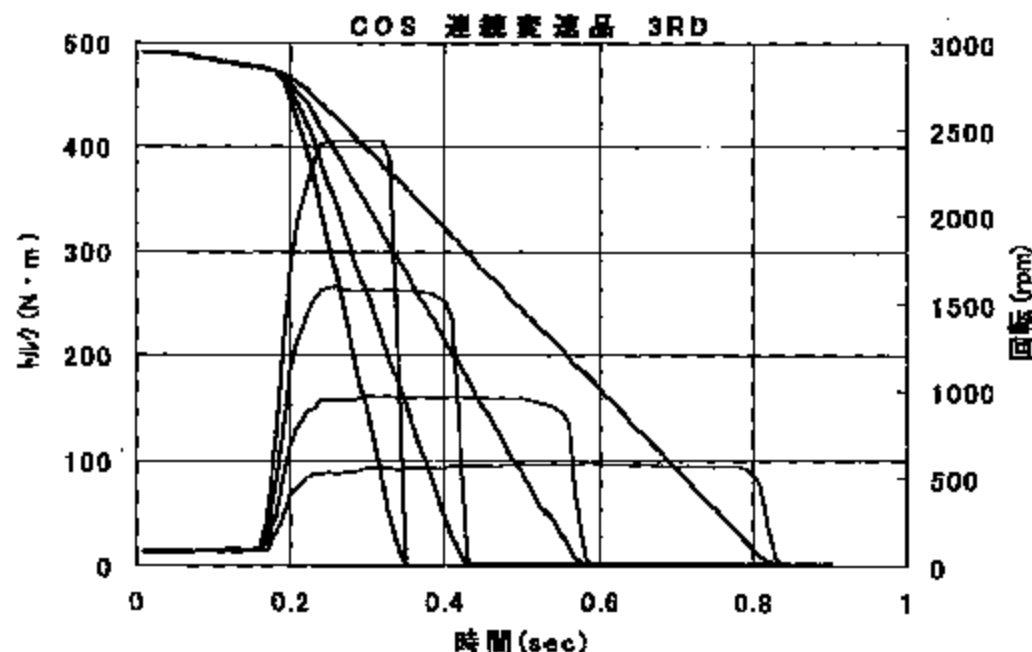
2-3-3-2連続変速クラッチ3rd μ 特性 確認結果

<摩擦特性>

クラッチ	焼け	押し力	μ 200	μ 1200	μ 2400	μ 比
3rd	B2	134kgf	0.138	0.137	0.132	1.007
		223kgf	0.127	0.137	0.134	0.927
		402kgf	0.117	0.125	0.127	0.936
		680kgf	0.100	0.114	0.120	0.877
SPEC		223kgf	—	0.13 \pm 0.01	(0.135 \pm 0.01)	0.93 \pm 0.07

Toil 80℃

<トルク波形>



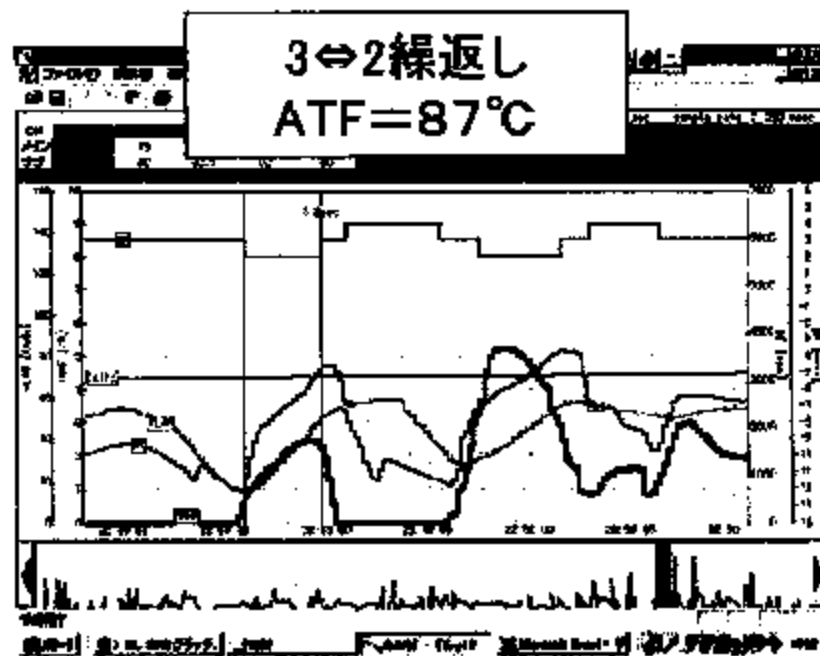
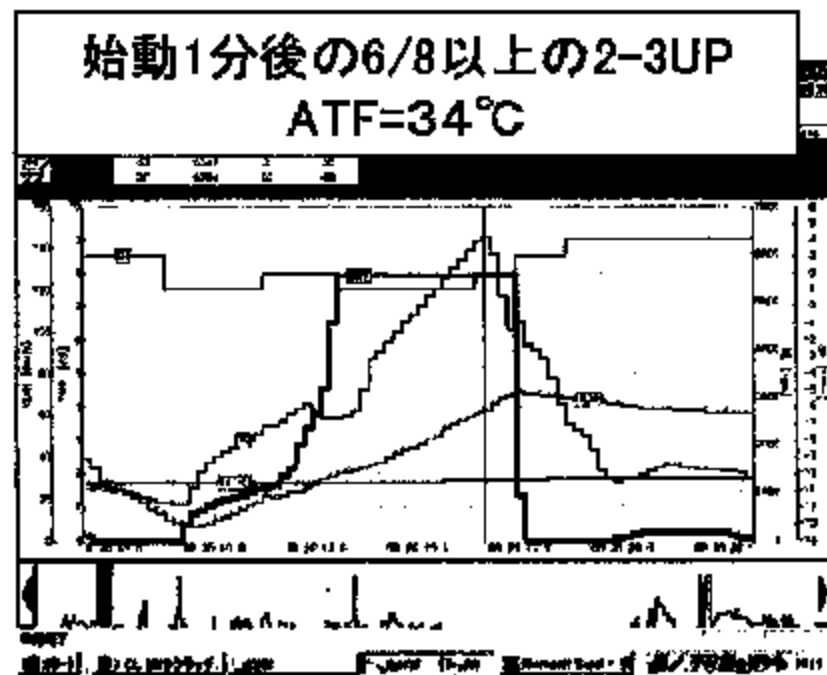
ディスク摩耗量
126 μ m/1枚

● 2-3-3-2変速インジェクションポンプの特性を確認し、
摩擦特性を生じなく、初動時 μ 0.13 程度に調整した。

チェットEVP 3台目 NG Missの解析結果

2560km走行にて、2-3UP時、Ne吹きが発生。

Miss分解結果、3RDクラッチがNGで 5枚の内、3枚 芯金露出
再度、走行モードを見直しを実施。



チェットEVP 通勤時は、

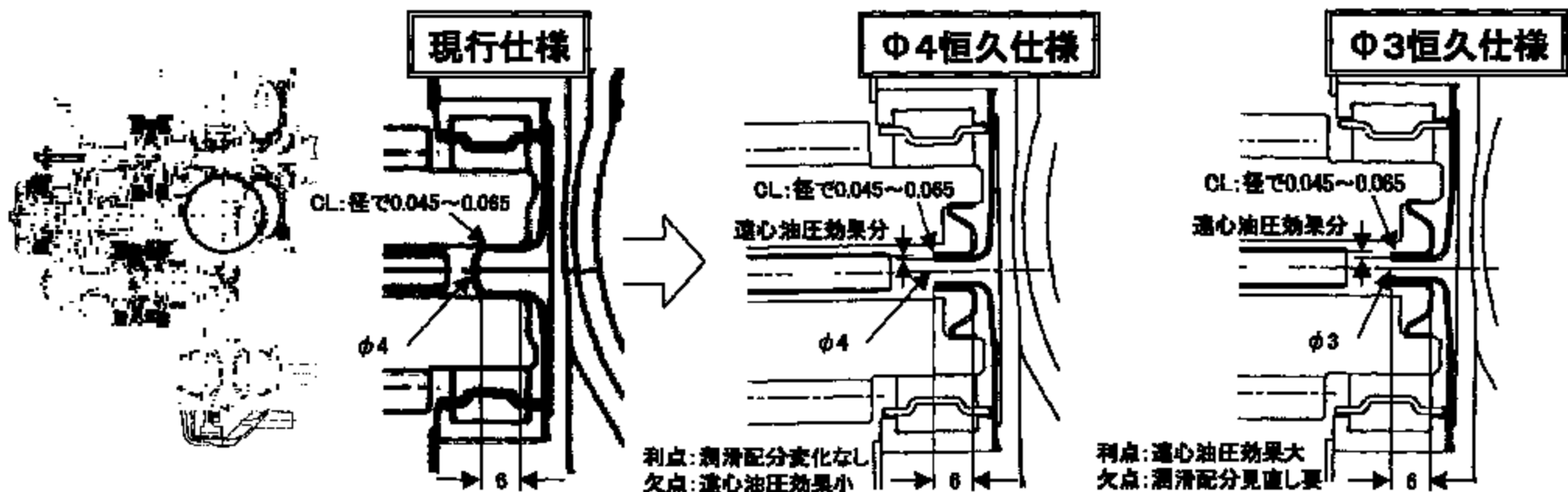
- ・ 3⇔2は約2～3回で、朝/晩2回／日行っている。
(高車速でのKDの繰返しはなし)
- ・ 低温から 6/8以上の2-3UPシフトは1回/日。



繰返しモード、低温
(RTD無し)変速モード
が抽出された。

このモードの継続検証
をする。

C.シャフト／オイルガイドプレート 部の潤滑量安定化対応



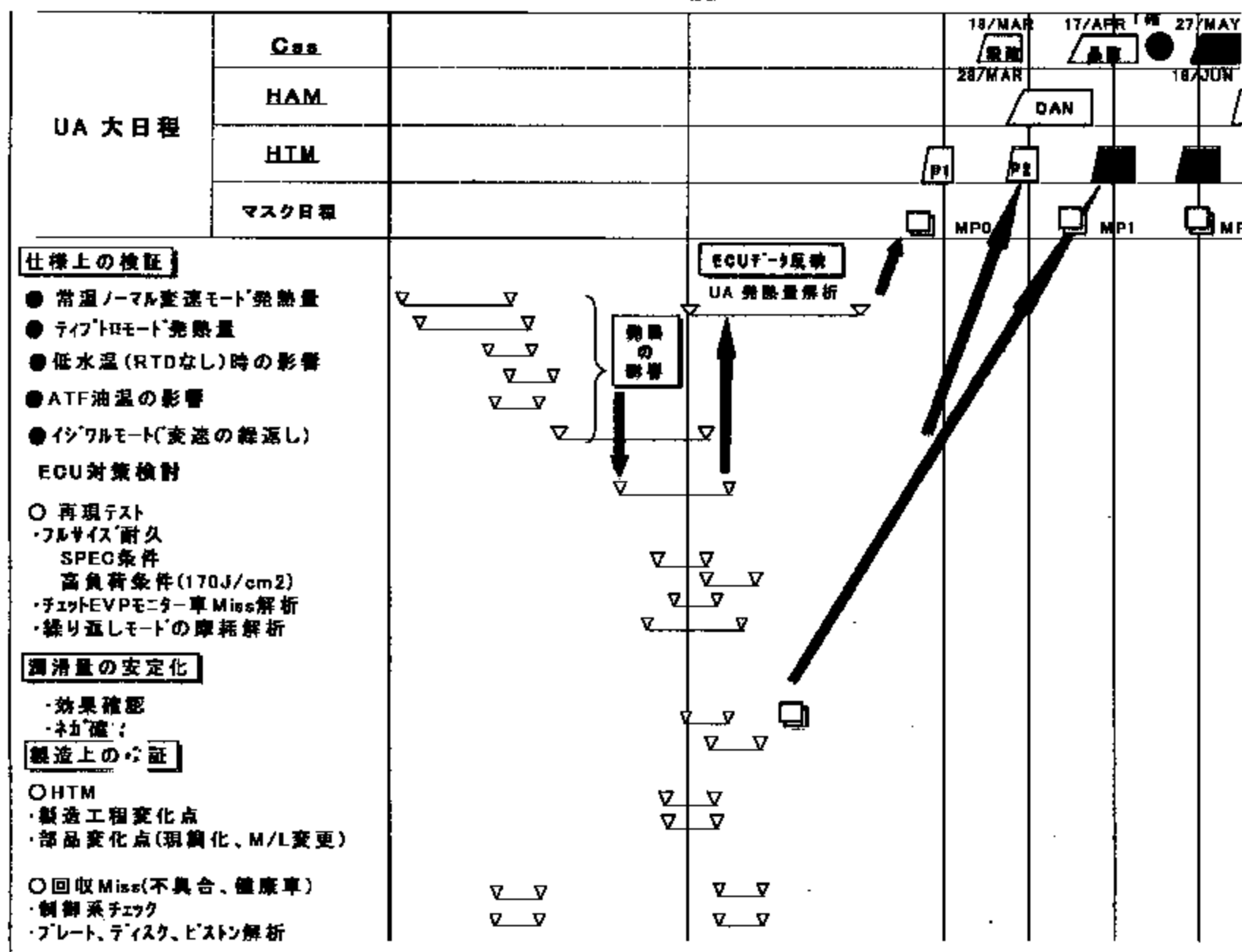
展開日程

展開日程		25	28	2	4	8	FEB 11	15	18	22	25	1	オイルシールタイプ	Φ3暫定仕様
オイルシールタイプ			完全シールでのFRD潤滑量測定										完全シールでの潤滑量測定	オイルが作ブレート量産品
Φ3暫定仕様		24	☆	4	5-6									
Φ3／φ4恒久仕様			30				試作型対応(赤羽全属)							
						φ3飛び込み削り品								
						φ4飛び込み削り品								
							UAまる立							

テスト結果

●オイルシールを用いた完全シールでの3RD潤滑量測定結果
4000rpmで 2080cc/minを確認した。
STDタイプの潤滑量は、4000rpmで 1540~1740cc/min。

今後の展開



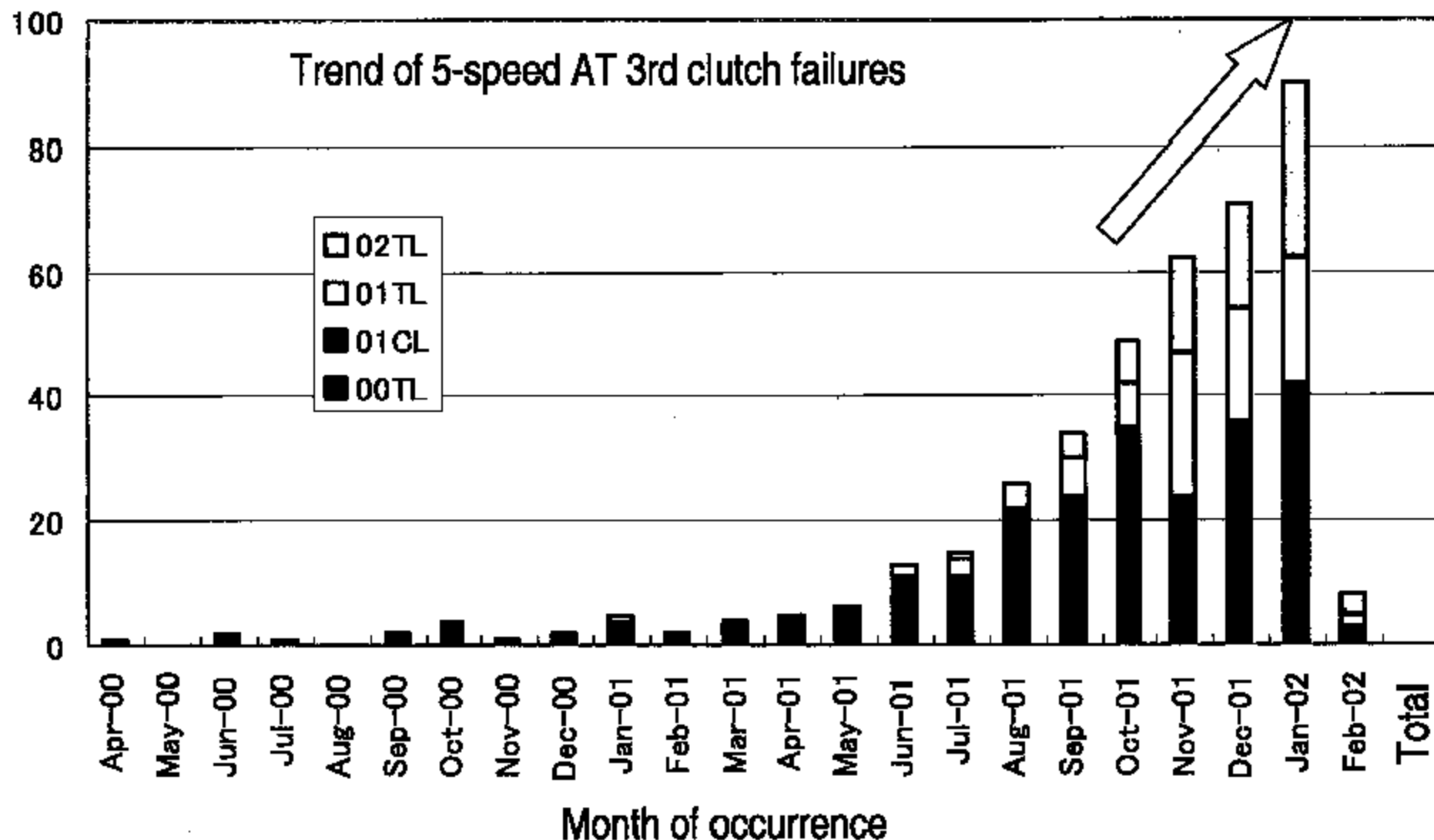
01M CL Transmission Failure (3rd Clutch Burned)

Progress of Analysis of Causes of CL-S 3rd Clutch Burning

MM Report on February 18, 2002

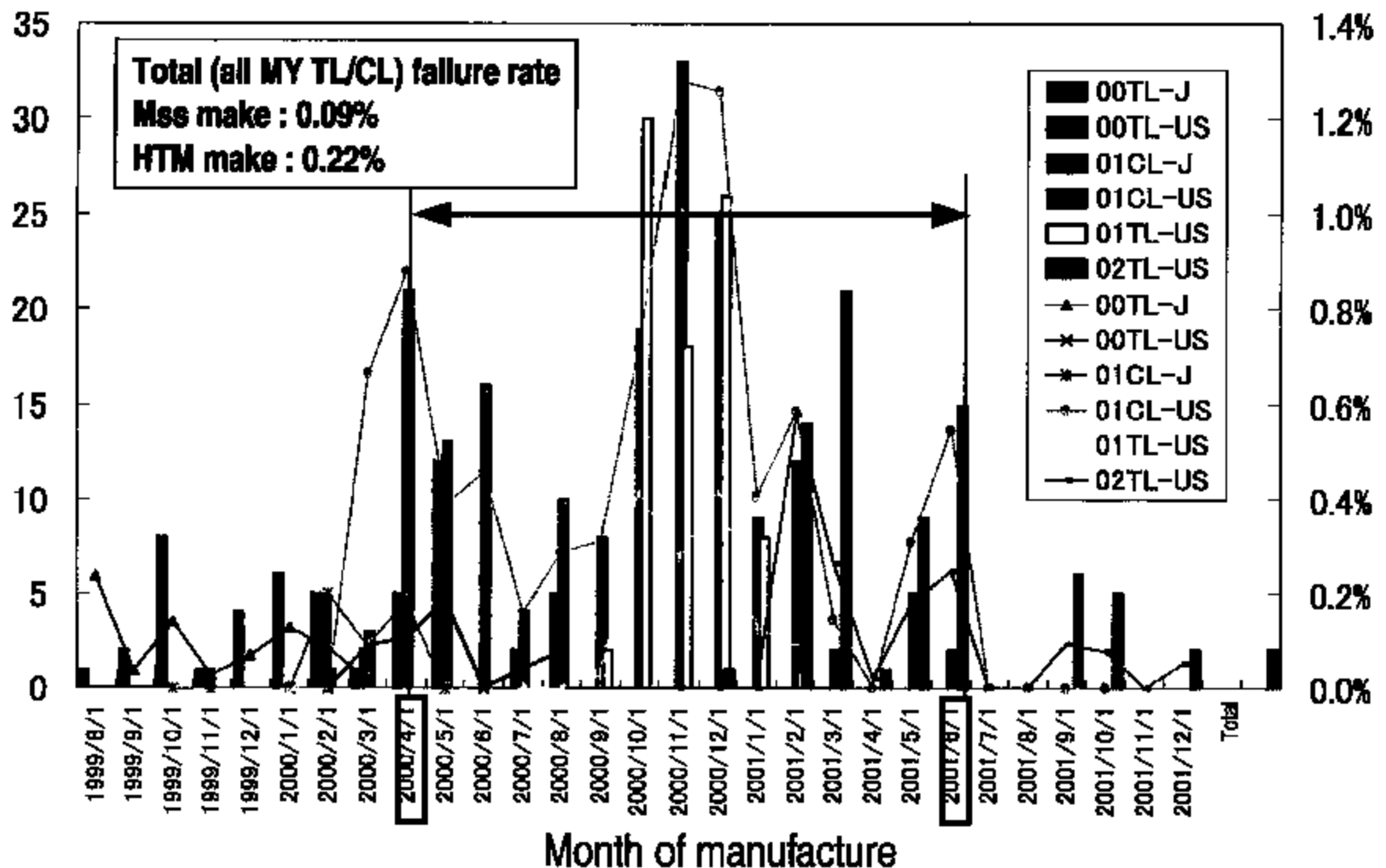
Occurrence Situation

CL-S "3rd Clutch Burned" Occurrence Situation by Month of Occurrence



● The undesirable increasing tendency of occurrence is continuing.

CL-S "3rd Clutch Burned" Occurrence Situation by Month of Manufacture



- Both the number of failures and the failure rate are particularly high among the transmissions manufactured between April 2000 and June 2001.

Failure rate of transmissions of HTM make is rather high compared to that of transmissions of Mss make.

Brief Summary of Previous Report

As a result of comprehensive verification of ① failed products, ② specification setting, ③ changes in mass production, and ④ usage (driving mode), it has been concluded that the following factors may be involved in the causation of CL 3rd clutch burning.

- ① Surface roughness of clutch plate (made in US)
- ② High Q/A on 2-3 upshift at low ATF temperature
- ③ Heat build-up in clutch plate by repetition of 2-3 upshift and 3-2 downshift

Influence of each factor on wear and proposed countermeasures will be reported hereinafter.

① Surface Roughness of Clutch Plate

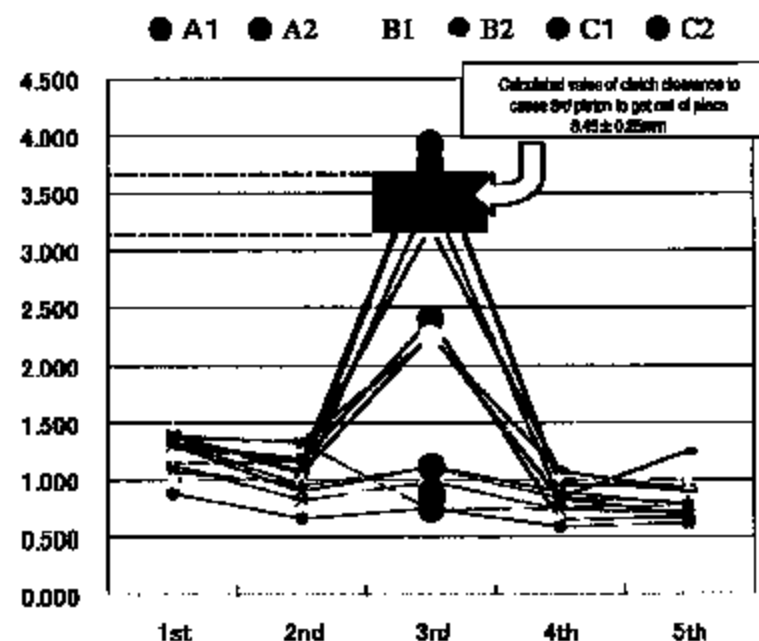
Distribution of Returned Transmissions for Amount of Wear/Burn Level

Transmissions of HTM make returned from the market

Clutch clearance and burn level (Returned transmissions include those with "healthy" 3rd clutch)

3rd clutch condition	MISSION #	MILEAGE	Clutch Clearance				
			1st	2nd	3rd	4th	5th
Burned / Worn	BGFA-1024045	15,069		1.163		0.971	
	BGFA1028473	9,812				0.980	0.980
	B7WA6008452	42,980					
	B7WA-9002318	19,965					
	B7WA-8003075	28,458					
	BGFA1025683	16,890		1.170		0.970	0.900
	BGFA-1010745	26,804				0.940	
	B7WA-9002653	4,212					1.253
	BGFA1019203	19,431		1.340		1.070	
	B7WA-8010224	18,630			1.780		
	BGFA-1001077	23,474	1.348	0.965		0.986	0.986
	BGFA-1008454	22,289	0.936	1.024	1.230	1.564	0.980
	BGFA-1004824	10,885			0.988	0.739	0.712
	BGFA-1024822	19,138			0.782		
	B7WA-8000545	5887			0.748		
	BGFA-1018903	13,303					0.616
Healthy	B7WA7001727	35,207					
	B7WA7008692	31,923					
	BGFA-1009691	20,053					
	MGHA-1001475	11,689					0.629
	MGHA-1008333	11,192	1.388	1.310			
	BGFA-1002534	26,203					

N = 22 transmissions



- Most of the NG transmissions present such a symptom that only the 3rd clutch is excessively worn.
- Healthy transmissions do not show any burn or wear on the 3rd clutch.

Surface Roughness of Clutch Plate

<Clutch surface roughness comparison result> (Clutch plate surface roughness specified in drawing = Ra 0.5)

Model	Clutch			Clutch plate surface roughness		Remark
				Ra	Rmax	
BGFA	Returned transmission	3RD	Rounded side	(0.212)	2.88	<ul style="list-style-type: none"> • 3rd clutch burned • Surface roughness measured at an angle of 90° to landing direction
			Burr side	(0.197)	1.844	
	New transmission made in US	3RD	Rounded side	(0.528)	3.661	
			Burr side	(0.382)	4.151	
	New transmission made in Japan	3RD	Rounded side	(0.127)	1.373	
			Burr side		1.37	
			Rounded side	(0.108)	1.089	
			Burr side	(0.143)	1.943	
RAXA (UA-V)	New transmission made in US	2ND	E/P	(0.450)	4.318	
			Rounded side	(0.432)	4.506	
			Burr side	(0.436)	4.552	

- Clutch plates made in US compared poorly with clutch plate made in Japan in both average surface roughness (Ra) and maximum surface roughness (Rmax).

<Note on Ra (average surface roughness) measurements shown in the table above>

Because the surface roughness measuring length differs between HGT and FCC (measuring length of HGT is shorter than that of FCC), Ra measurements of HGT tend to become higher (worse) than those of FCC.

Regarding the FCC's measuring length as the basis for measurement, Ra measurements of HGT are enclosed in parentheses as reference in the table above.

○ Ra measurements correlation between HGT and FCC

	Ra measurements of HGT (Measuring length: 0.5mm)	Ra measurements of FCC (Measuring length: 2.4mm)	Variance
E/P	0.450	0.334	0.116
Rounded side	0.432	0.356	0.076
Burr side	0.436	0.386	0.050

Surface Roughness of Clutch Plates of Transmissions Returned from the Market (Surface Roughness Waveform)

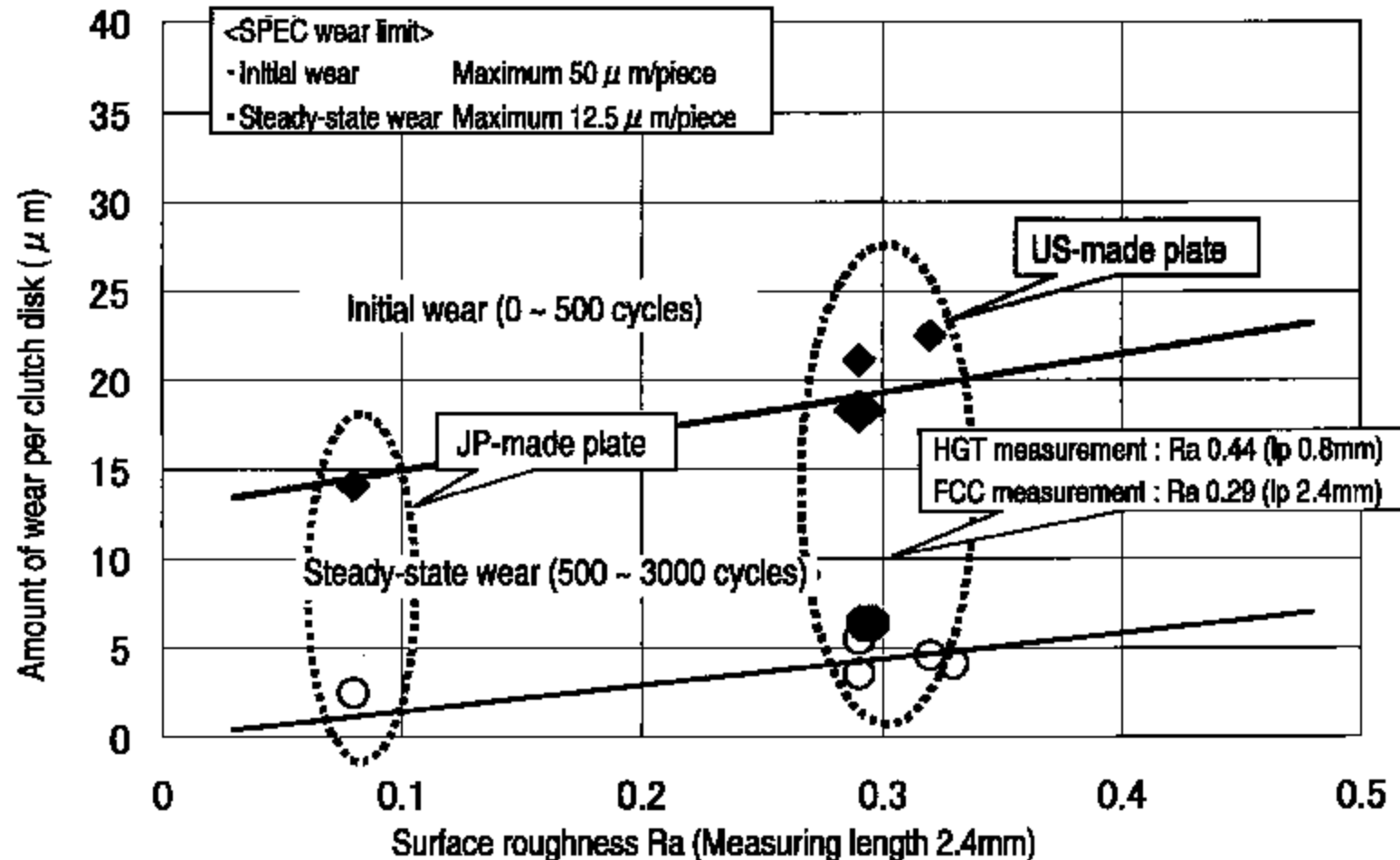
		<div> Rounded side / Burr side </div>		Surface roughness specified in drawing = Ra 0.5	
		Ra	Rmax	Stamping (rounded) side	Sanding (burr) side
US-made 3rd clutch plate returned from market	Failed vehicle	(0.357) / (0.172)	4.187 / 1.132		
	Healthy vehicle	(0.335) / (0.305)	2.791 / 2.168	<div>There is little difference in Ra between failed vehicle and healthy vehicle, but surface roughness waveform of the latter is less sharp.</div>	
US-made new clutch plate		(0.567) / (0.503)	5.190 / 4.387		
Japanese-made new clutch plate		(0.140) / (0.191)	1.210 / 2.051		

- Regarding the clutch plate surface roughness waveform, that of US-made clutch plate is sharper than that of Japanese-made clutch plate.

Results of Durability Test of Full-size Single Clutch Plate (3000 cycles)

Results of durability test of UAV full-size 2nd clutch plate

SPEC conditions : Q/A = 60



● It has been found by durability test of single full-size clutch plate that the amount of wear of facing is influenced by the surface roughness of plate.

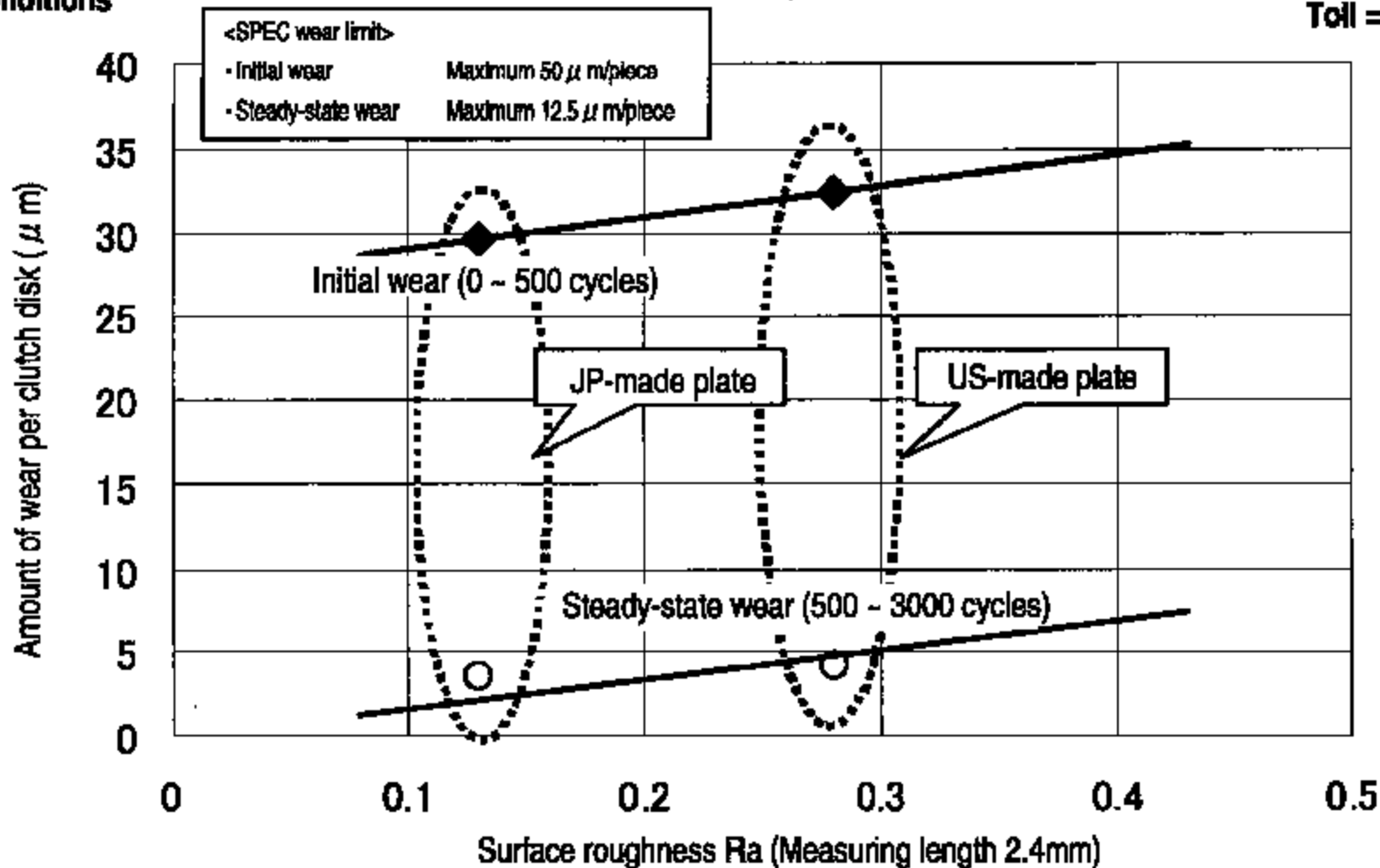
The poorer the surface roughness of plate, the larger the amount of wear of facing (particularly in case of initial wear).

Results of Durability Test of Full-size Single Clutch Plate (3000 cycles)

Results of durability test of UAV full-size 3rd clutch plate under high Q/A, low ATF temperature conditions

Q/A = 163

Toll = 60°C max



● Under low ATF temperature, high Q/A conditions, the amount of initial wear was larger than that under SPEC conditions. (Increased from 15 μm to 30 μm)

The poorer the surface roughness, the larger the amount of wear (and the tendency was identical to that shown under SPEC conditions).

Changes in Manufacture of 3rd Clutch Pack

[Results of investigation concerning MD/UA are added (in red letters) to the previous report]

3rd clutch pack manufacturing (assembling) location of FCC was changed from Japan to the US in April 2001.

Changes in parts/manufacturing process related to 3rd clutch pack thereafter

● October 2001

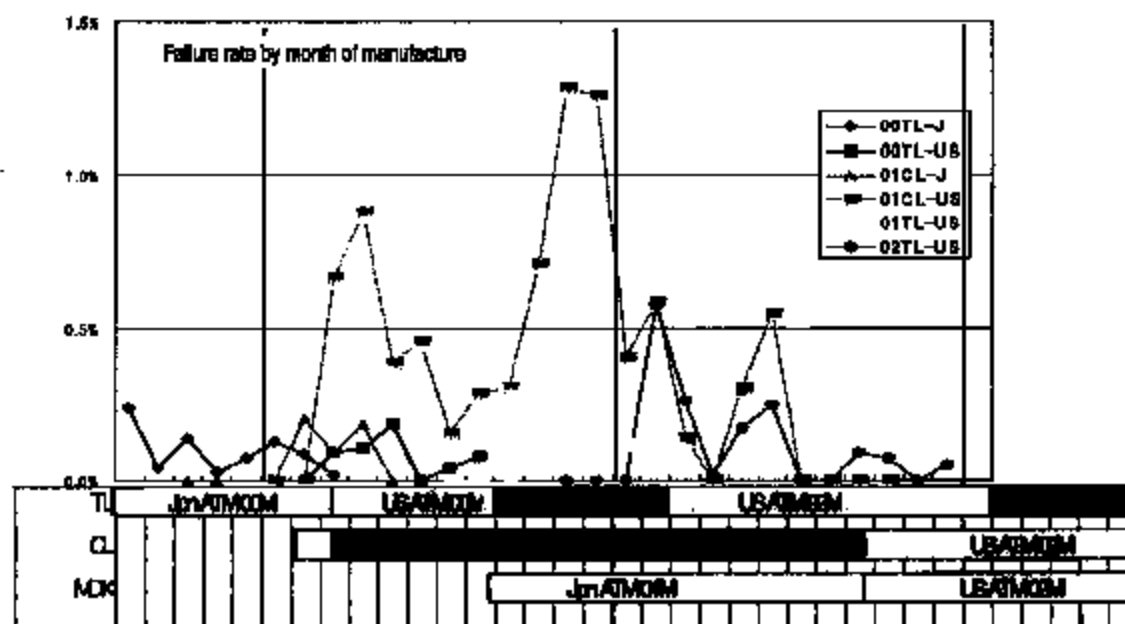
Localization of PGH in the US started

Localization of GUIDE COMP in the US started

● DISK bonding process transferred from FCC-Indiana to FCC-North Carolina in December 2001

(PGH disk bonding process is scheduled to be transferred in late February 2002)

No other changes in M/L, material, equipment, etc. since HTM launched upon mass production in April 2000

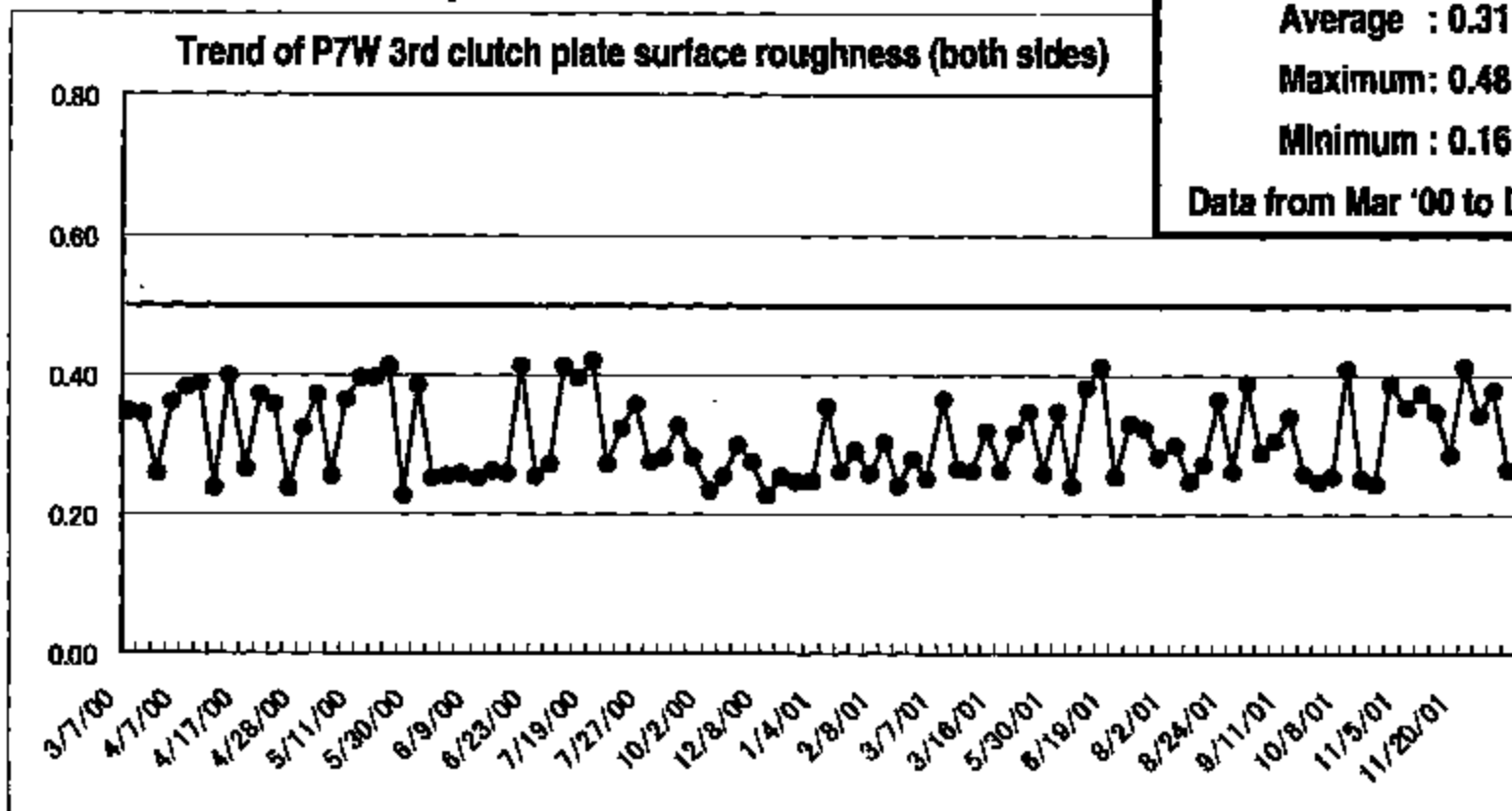


		1999	2000	2001	2002
TL CL (P7W)	Mass launched upon mass production (FCC-Hosoe) HTM launched upon mass production (FCC-Indiana)	☆ Aug	★ APR	GUIDE COMP localization started ☆ OCT DISK bonding process transferred from Indiana to N.C. ☆ DEC	
MDX (PGH)	Mass launched upon mass production (FCC-Hosoe) HTM launched upon mass production (FCC-Indiana)		☆	PGH mass production (including GUIDE COMP localization) started ★ OCT DISK bonding process to be transferred to N.C. ☆ FEB	

- The transfer of 3rd clutch pack manufacture (assembly) to the US factory and the beginning of the increasing tendency of occurrence synchronized with each other.

Proposed Measure to Improve Surface Roughness of Clutch Plate Made in US (FCC Data)

Data of trend in mass production



SPEC : Ra 0.5 Max

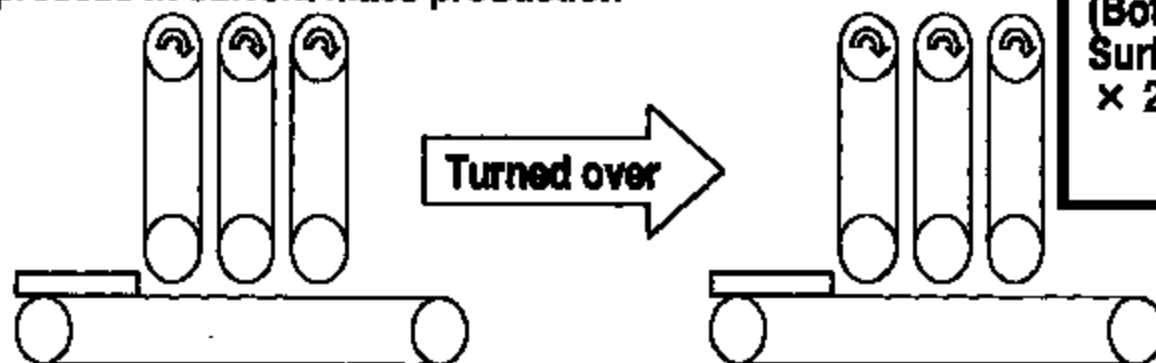
Average : 0.31

Maximum: 0.48

Minimum : 0.16

Data from Mar '00 to Dec '01

**Clutch plate finishing (lapping)
process in current mass production**



Sanding line

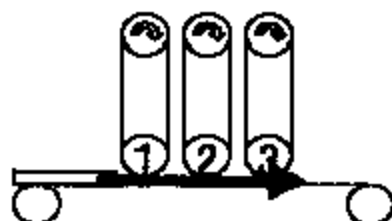
**(Both-side finishing (lapping) process :
Surface grinding machine with 3 wheel heads
× 2 machines)**

Sand #400 / Sand #400 / Cork #400)

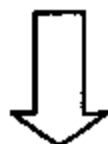
Proposed Measure to Improve Surface Roughness of Clutch Plate Made in US (FCC Data)

Sanding belt replacement

(From February 8, 2002)

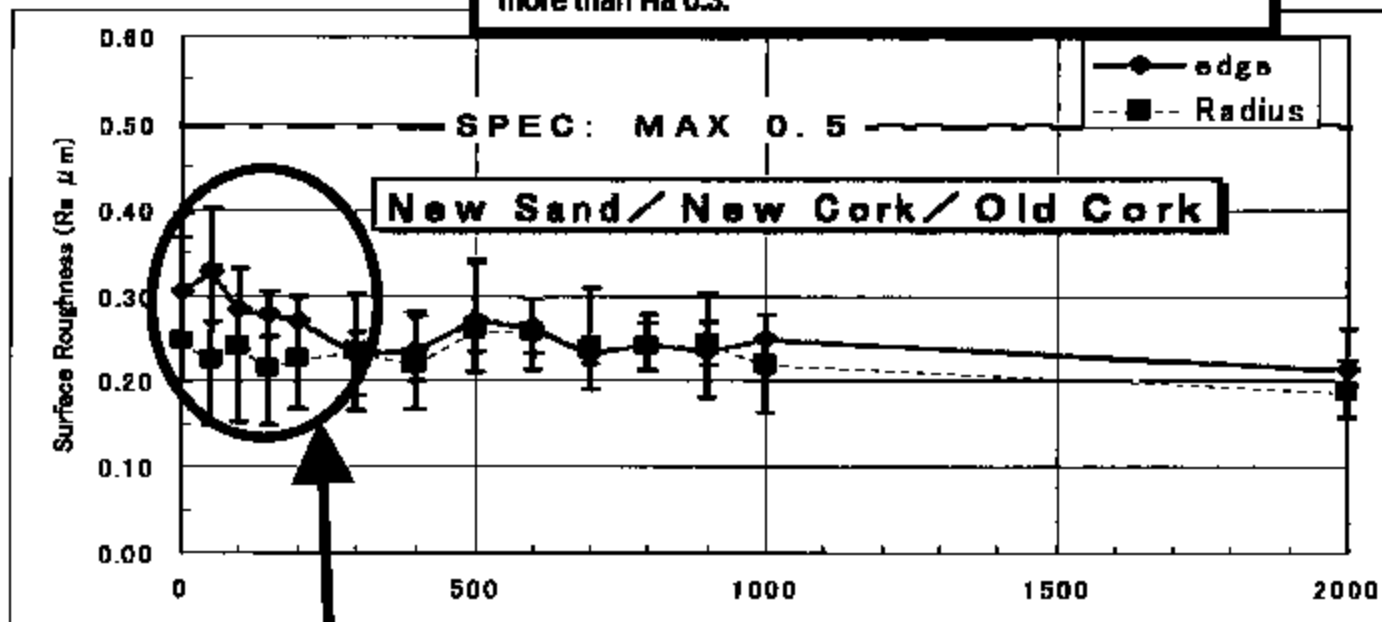


- ① Sand #400
- ② Sand #400
- ③ Cork #400

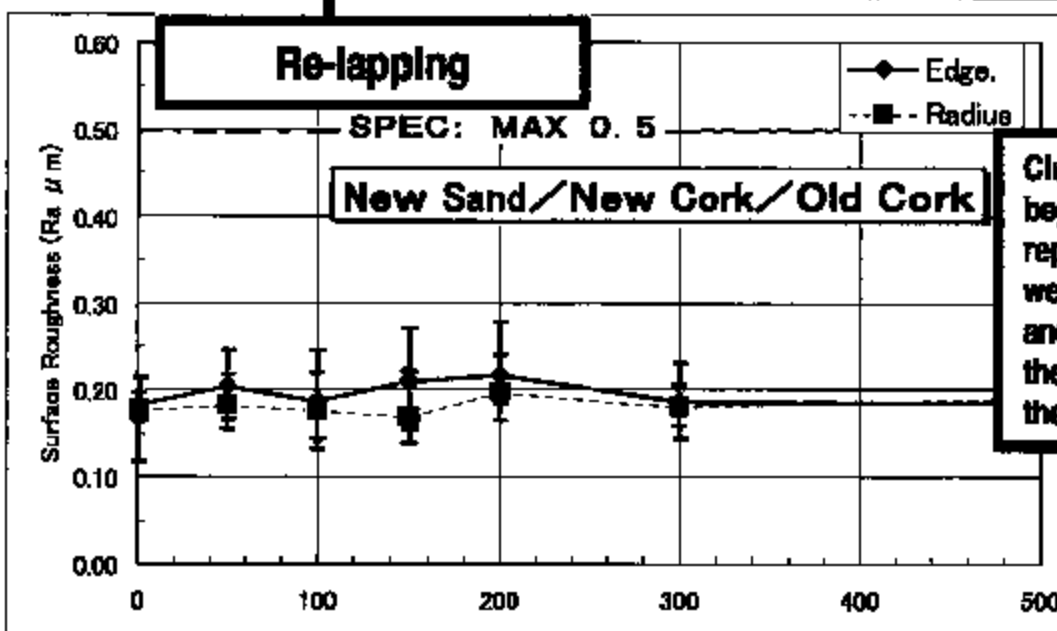


Change in surface roughness after sanding belt replacement

After lapping of 300 pieces, surface roughness of both edge side and radius side was stabilized at a level of not more than Ra 0.3.



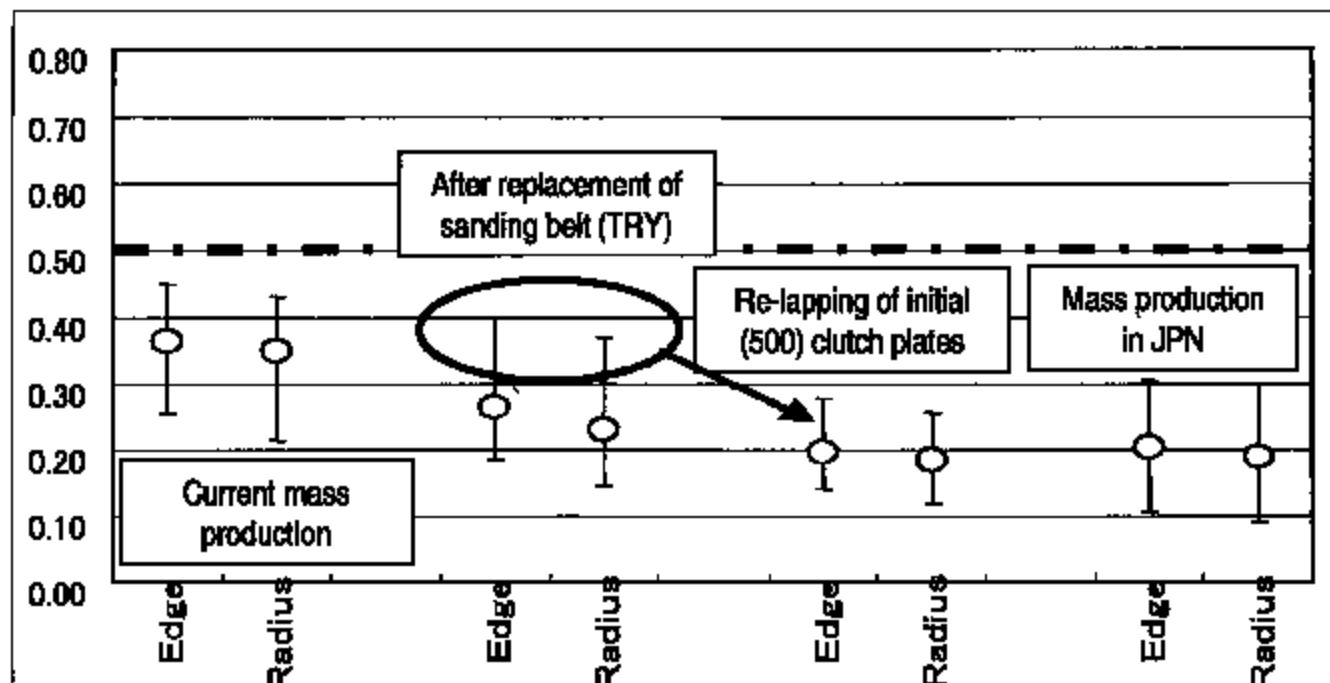
- ① Sand #400
- ② Cork #400
- ③ Cork #400 (Used cork)



Clutch plates at the beginning of lapping after replacement of sanding belt were subjected to re-lapping and the surface roughness of these clutch plates were thereby stabilized.

Proposed Measure to Improve Surface Roughness of Clutch Plate Made in US (FCC Data)

Variations in surface roughness of 1st to 1000th clutch plates



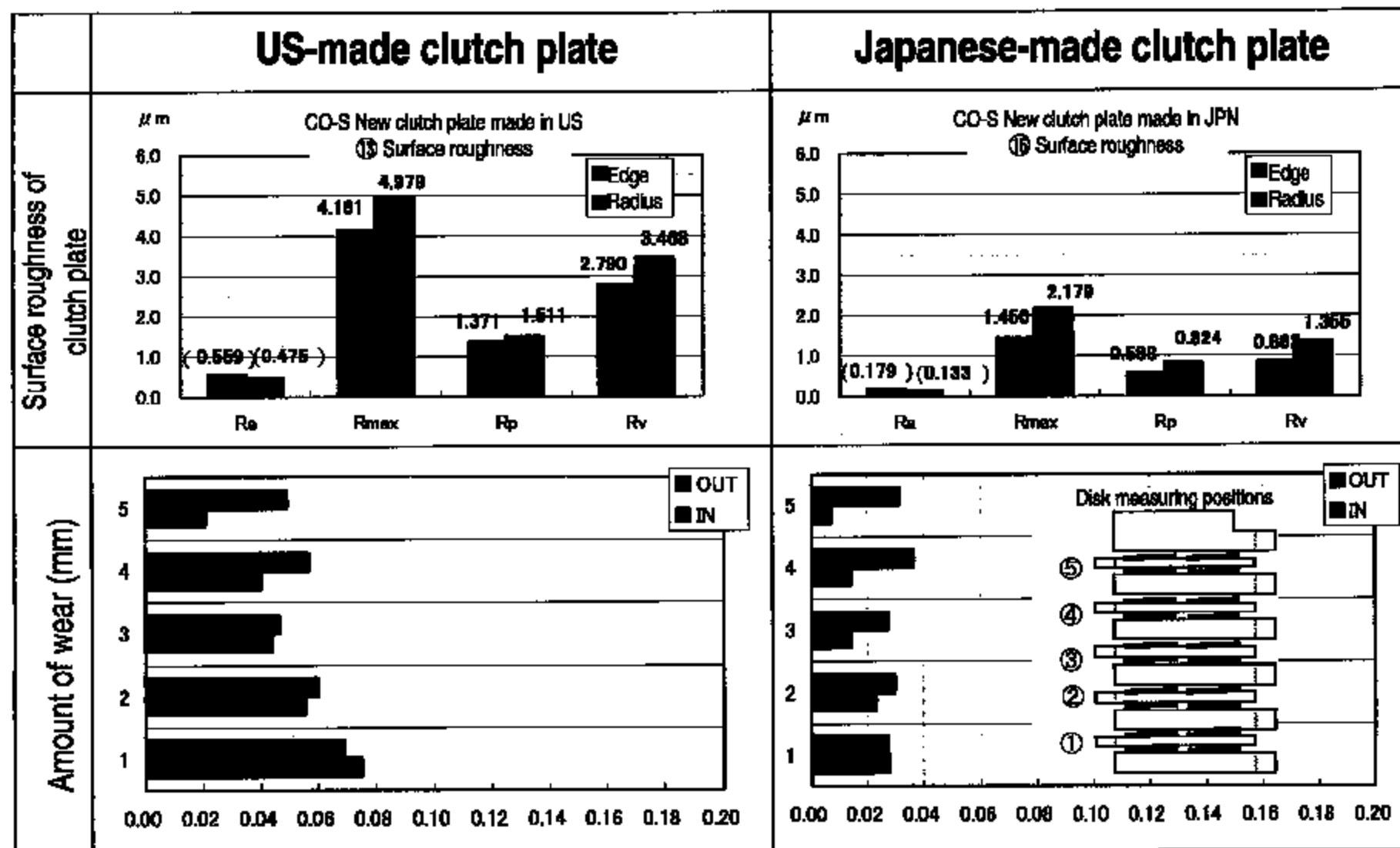
- By the replacement of sanding belt, surface roughness will be better than the present level.
- Unstable surface roughness immediately after replacement of sanding belt can be solved by re-lapping and as a consequence, the overall level is further raised.

- Replacement of sanding belt can bring about an improvement in surface roughness of US-made clutch plate to the extent that it is comparable to the surface roughness of Japanese-made clutch plate.

② Low Temperature, High Q/A

Analysis of Influence of High Q/A at Low (Engine Coolant/ATF) Temperature

Low temperature, high Q/A durability test (In WOT 2-3 UP (wide open throttle 2-3 upshift) mode) 50 cycles



- In the high Q/A mode (50-cycle durability test), the amount of facing wear of US-made clutch plate was larger and more influenced by clutch plate surface roughness than that of Japanese-made clutch plate was.

Results of Verification of Q/A on 2-3 Upshift at Low Temperature

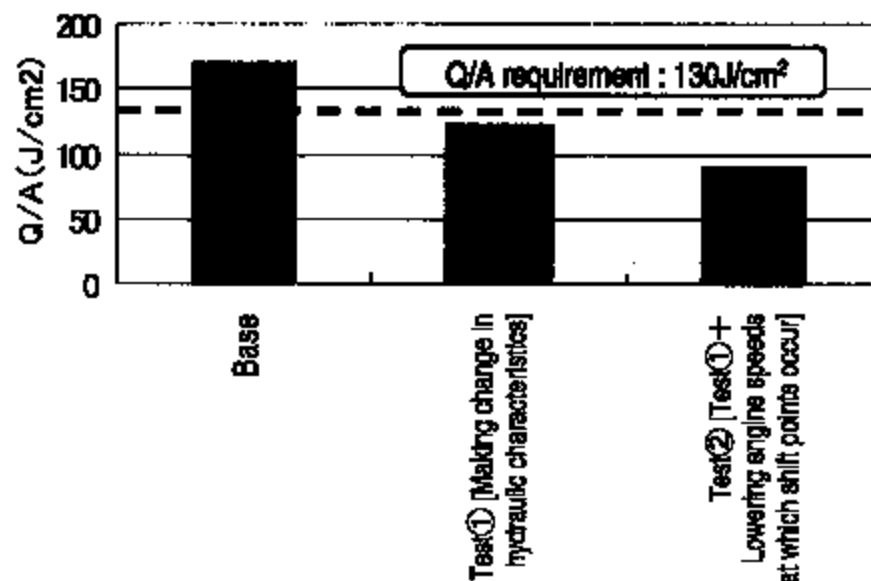
Q/A on 2-3 upshift at low temperature (Comparison among CO-S and other models)

	Q/A (J/cm ²)	TATFL (°C)	MAX-Ne (rpm)	Q/A at development
CO	169	24	6402	88
HP	69	21	5605	60 (Data at ordinary temp.)
FO	91	29	6300	53 (Data at ordinary temp.)
UA	108	19	6234	82

Note) BI/MD and HP are practically equal in engine speeds at which shift points occur and hydraulic characteristics; therefore, they are considered to be almost equal in Q/A. This assumption seems reasonable, but we'll have to do a verification to back it up.

- None of the models have problem with Q/A on 2-3 upshift at low temperature. Q/A of UA (L4/V6) is already at an acceptable level, but further decrease in Q/A should be achieved prior to mask of ECU.

Results of advanced test of CO to verify
Q/A on 2-3 upshift at low temperature

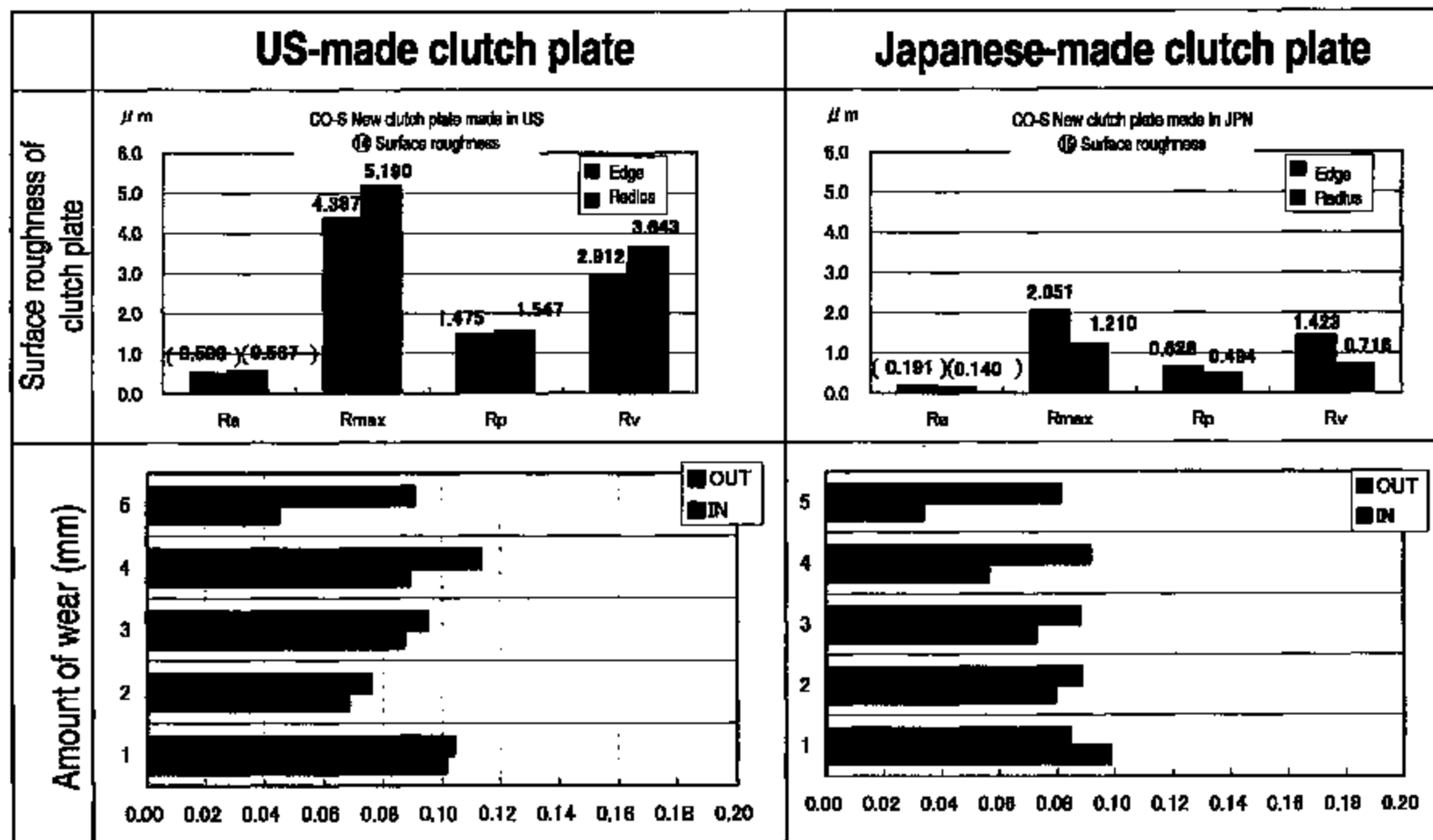


- For CO, decrease in Q/A should be achieved by making change in transient hydraulic characteristics at shift change when low temperature MAP (shift schedule) is selected and by lowering the engine speeds at which shift points occur after cold start.

③ Repetition of Kickdown Shift/Upshift

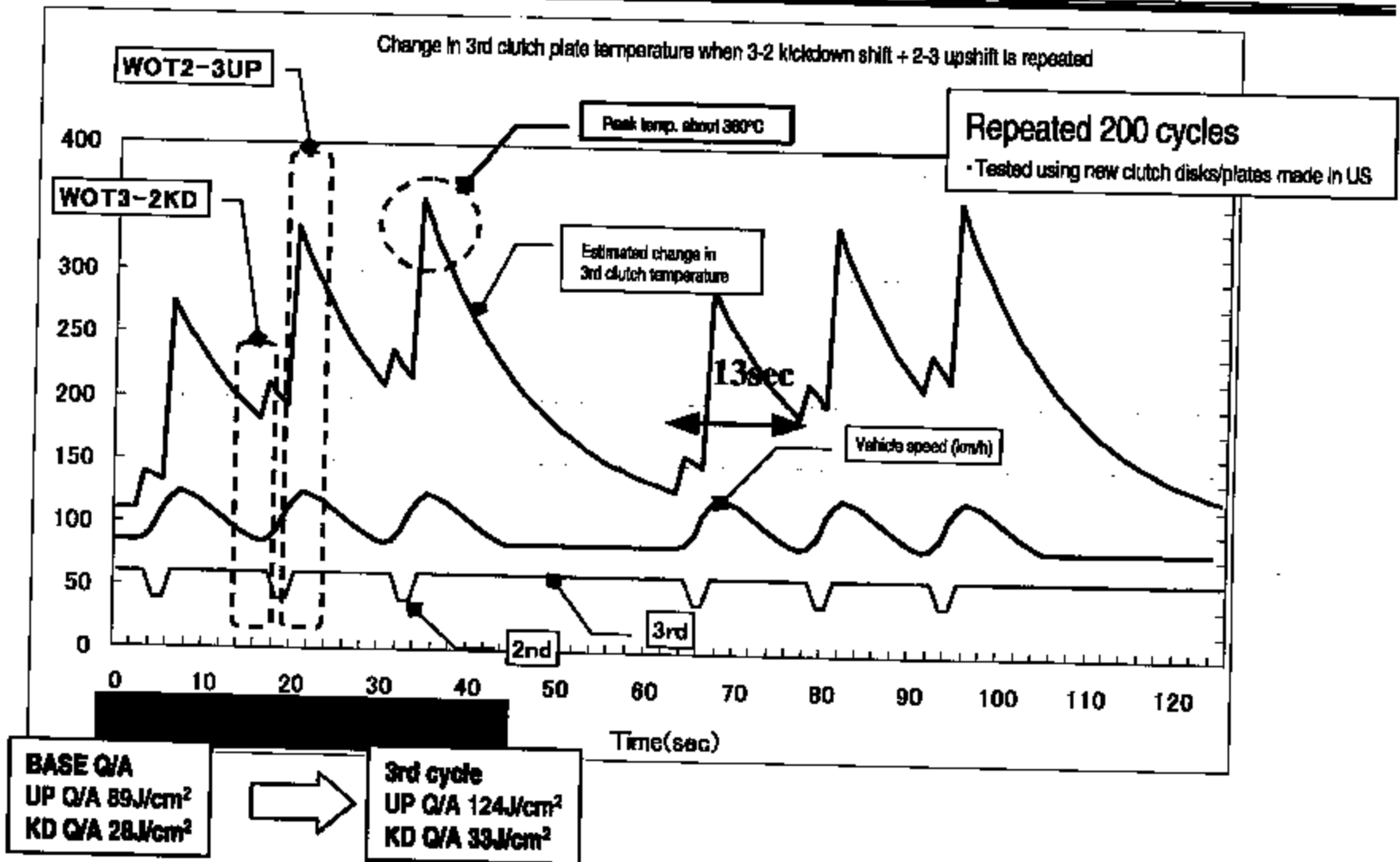
Analysis by Repetition of Kickdown Shift/Upshift

WOT 2-3 UP + 3-2 KD (Wide open throttle 2-3 upshift + 3-2 kickdown shift) 200-cycle repeat mode



- The amount of facing wear of US-made clutch plate was larger and more influenced by clutch plate surface roughness than that of Japanese-made clutch plate was. However, even the Japanese-made clutch plate, which was good in surface roughness, met with considerable amount of facing wear when tested in the "tricky" full-throttle kickdown shift/upshift repeat mode. → Countermeasure is required.

Analysis by Repetition of Kickdown Shift/Upshift



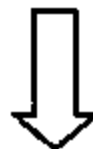
- Clutch plate temperature will climb up to 380°C (as calculated) in the "tricky" full-throttle kickdown shift/upshift repeat mode. In order to keep the heat built up in the plate at not more than 300°C, it should be so arranged that the RTD (retard) is increased only on 2-3 upshift (this should be implemented for MG/BI) and 3-2 kickdown shift limit should be reviewed for effective countermeasure.

Summary

CL-S 3rd clutch problem arose in the market is summarized as follows:

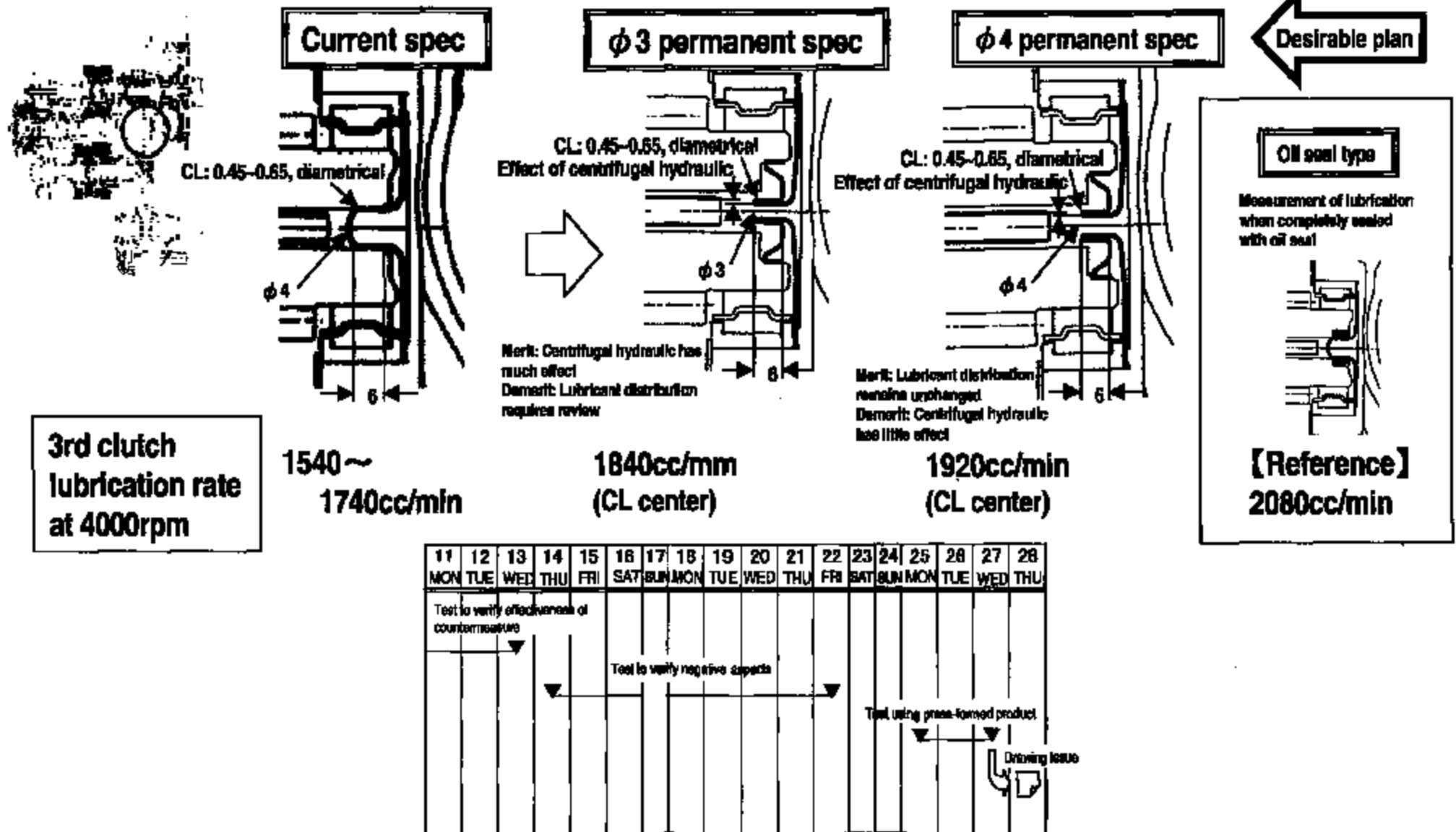
1. High Q/A at low temperature and poor surface roughness of clutch plate combine together to accelerate wear of facing.
2. Wear of facing is increased in case of repetition of kickdown shift/upshift.
3. Clutch clearance is increased, and engine flares up.

Eventually the 3rd clutch is burned.



This problem should be solved by restraining initial wear through “① improvement in surface roughness of clutch plate and ② review of high Q/A on 2-3 upshift at low temperature” and by “③ keeping clutch plate temperature from rising when kickdown shift/upshift is repeated.”

Measure to Stabilize Lubrication to Countershaft/Oil Guide Plate Area



- The proposed countermeasure proved effective in stabilizing lubrication rate. We have work underway to complete the remaining testing so that we can issue drawing by the end of February.

Future Activity

① Surface roughness of clutch plate

- Drawing specifying surface roughness will be issued by the end of February.

② Low temperature, high Q/A

- Hydraulic pressure at low temperature will be compensated and engine speeds at which shift points occur after cold start will be reviewed.

③ Repetition of kickdown shift/upshift

- Q/A on 2-3 upshift and 3-2 kickdown shift limit will be reviewed.

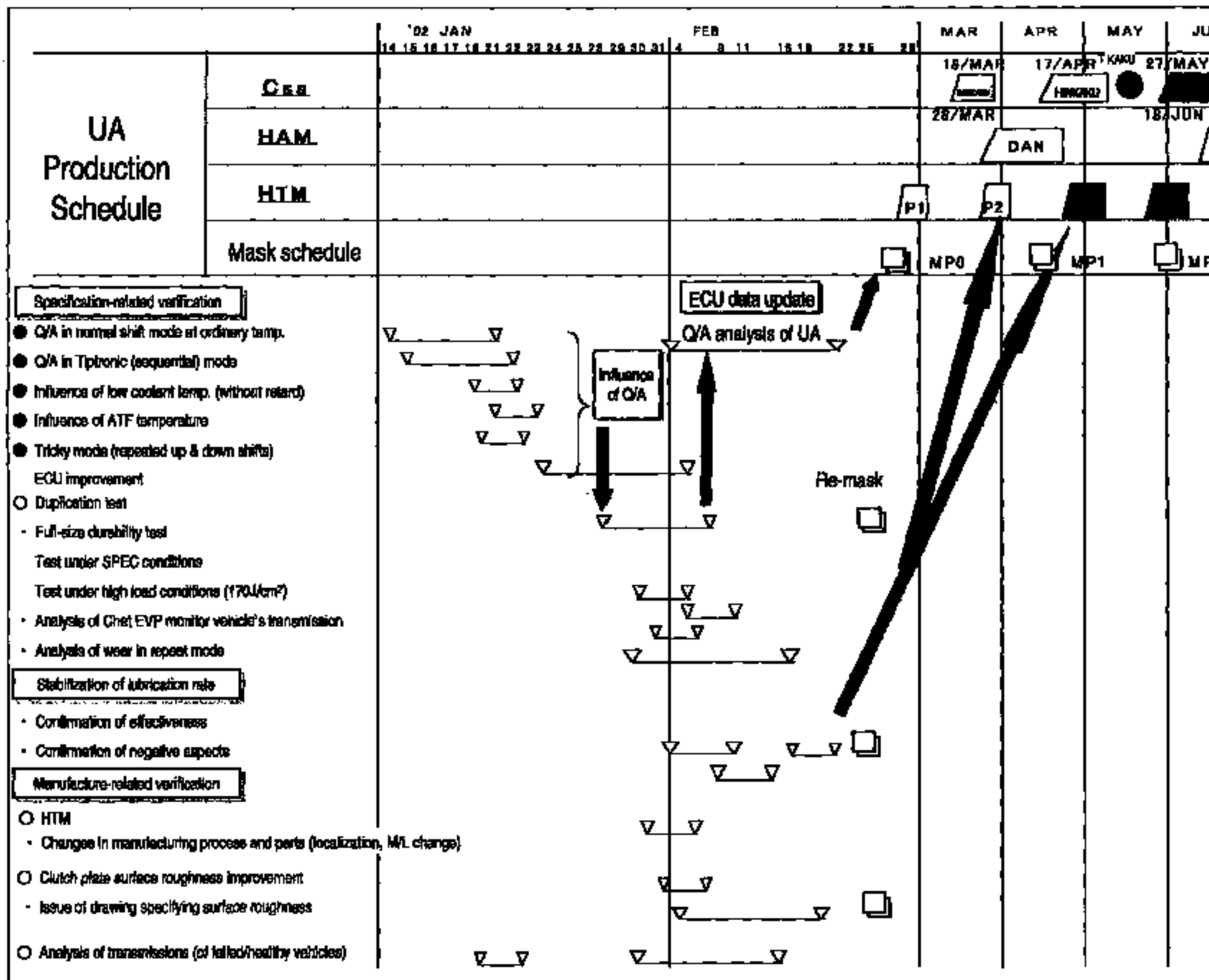
MASK target date is
end of February

④ Stabilization of lubrication rate

- Drawing will be issued in mid-February and will be applied to HTM L1 Lot (P2 durability test transmission).

Confirmation of effectiveness in decreasing amount of wear by applying clutch plate of FCC-Indiana make improved in surface roughness and the above-mentioned ②, ③ and ④ problem-solving specification will be made by February 22.

Future Activity



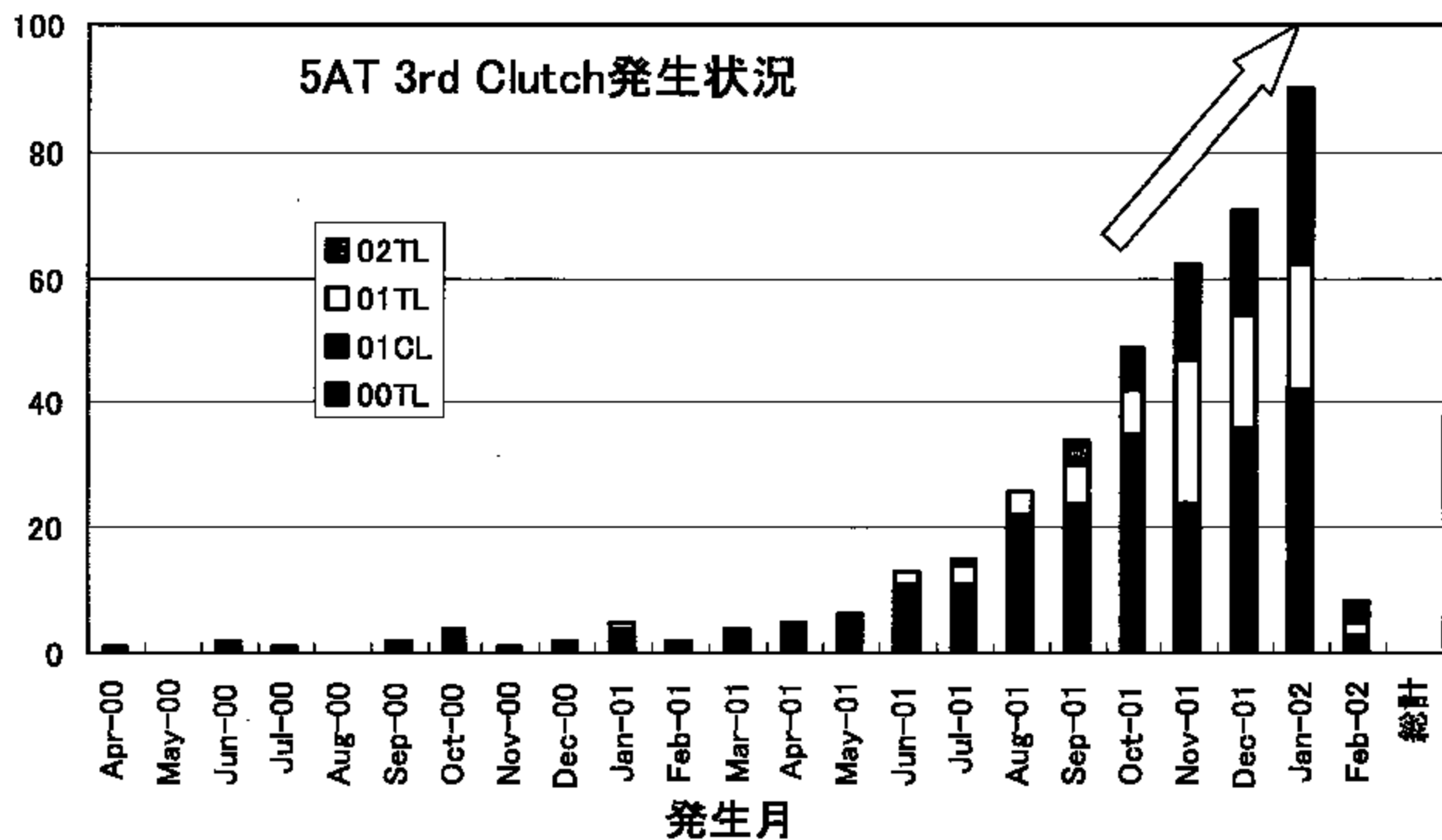
01 CL 変速不良(3rD焼け)

CL-S 3RDクラッチ焼け 解析状況

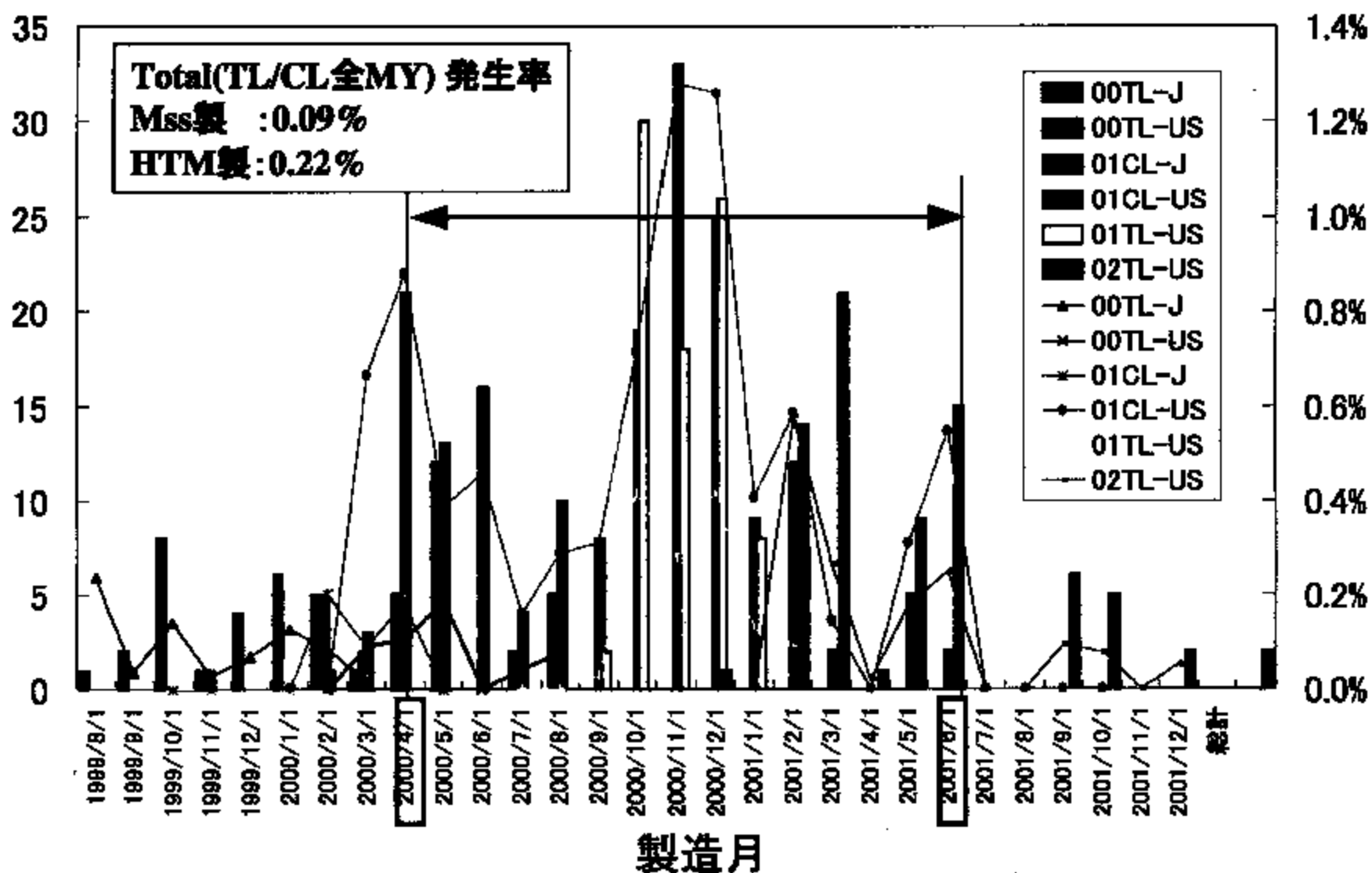
2002/ 2/18 MM報告

発生状況

CL-S 3RDクラッチ焼け 発生月



CL-S 3RDクラッチ焼け 製造月



前回報告概要

①現物検証 ②仕様設定 ③量産変化点 ④使われ方(モード)
の総検証結果、以下がCL 3RDクラッチ焼けの要因の可能性が
考えられる。

①プレートの面粗度(US現調品)

②低油温2→3変速時の高Q/A

③2→3、3→2変速繰り返し時の蓄熱

各要因の摩耗に対する影響とその対策について報告します

①プレート面の粗度

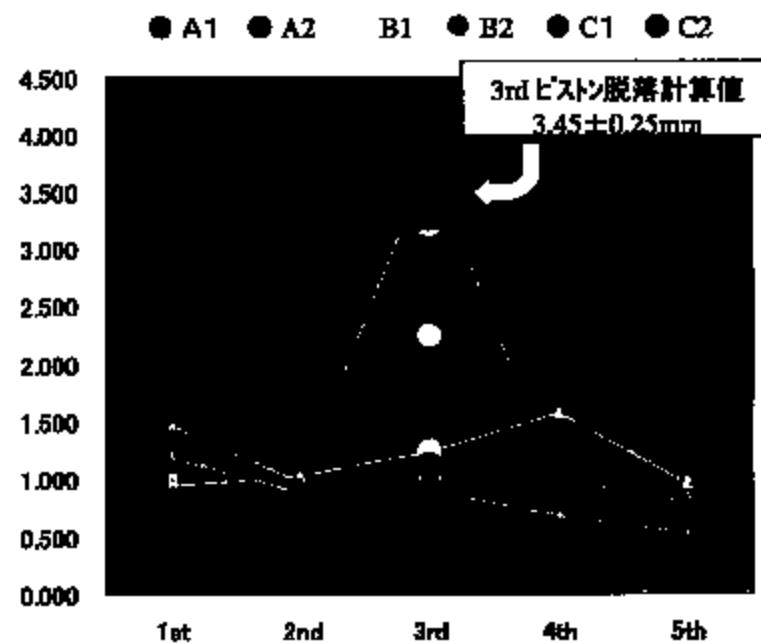
市場回収ミッションの磨耗量/焼けレベル分布

HTM製 市場回収ミッション

クラッチクリアランスと焼けレベル(3速クラッチ健康なミッション含む)

N=22台


焼け/磨耗有り	BGFA-1024045	15,069		1.163		0.971	
	BGFA1028473	9,812				0.960	0.960
	B7WA8008452	42,980					
	B7WA-9002318	19,965					
	B7WA-8003075	28,458					
	BGFA1025883	18,890		1.170			0.900
	BGFA-1010745	26,804					
	B7WA-9002653	4,212					
	BGFA1019203	19,431		1.340		1.070	
	B7WA-8010224	18,630			1.780		
	BGFA-1001077	23,474	1.348	0.965		0.965	0.965
	BGFA-1008454	22,289	0.936	1.024	1.230	1.584	0.960
	BGFA-1004824	10,885			0.988	0.739	0.712
	BGFA-1024822	19,138			0.782		
	B7WA-9000545	5687			0.748		
健康	BGFA-1018903	13,303					
	B7WA7001727	35,207					
	B7WA7008892	31,923					
	BGFA-1009691	20,053					
	MGHA-1001475	11,699					
	MGHA-1008333	11,192	1.388				
	BGFA-1002534	26,203					



プレート面粗

<プレート面粗比較結果>

(プレート面粗 図面值 Ra0.5)

機種	クラッチ			プレート 面粗		備考
				Ra	Rmax	
BGFA	回収Miss	3RD	ダレ面	(0.212)	2.88	・市場3rd焼け品 *面粗研磨目90° 方向
			バリ面	(0.197)	1.844	
	US製新品	3RD	ダレ面	(0.528)	3.661	
			バリ面	(0.382)	4.151	
						
RAXA (UA-V)	US製新品	2ND	E/P	(0.450)	4.318	
			ダレ面	(0.432)	4.506	
			バリ面	(0.436)	4.552	

<Ra(平均粗さ)表記について>

面粗測定長さがHGTとFCCで異なっており、Ra(平均粗さ)についてはHGT測定値が大きく(悪く)なる傾向。

FCC測定長さを正とし、HGT測定値は()付き表記とする。


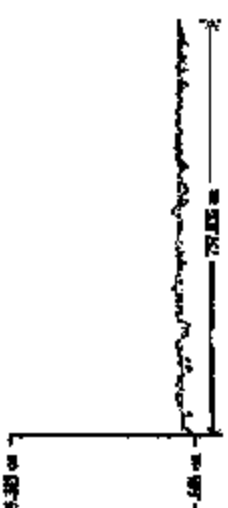

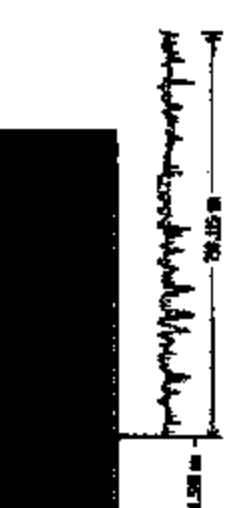

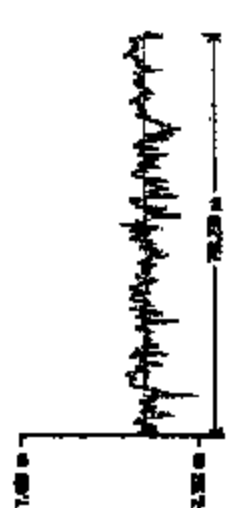
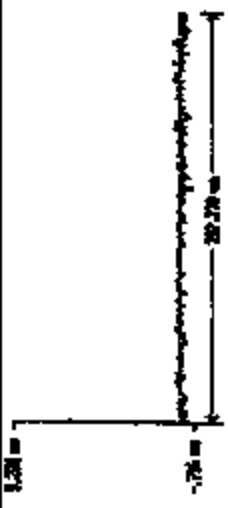
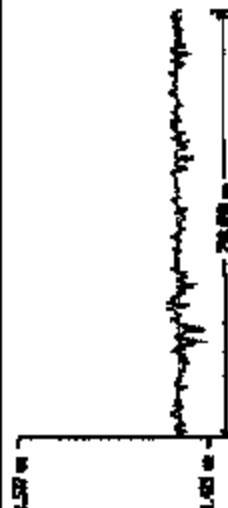
○ Ra測定値 HGT vs FCC コリレーション結果

	HGT測定結果 (測長:0.8mm)	FCC測定結果 (測長:2.4mm)	差
E/P	0.450	0.334	0.116
ダレ面	0.432	0.356	0.076
バリ面	0.436	0.386	0.050

市場回収Missプレート面粗（面粗波形）

外面
/
内面

面粗図面值 Ra:0.5

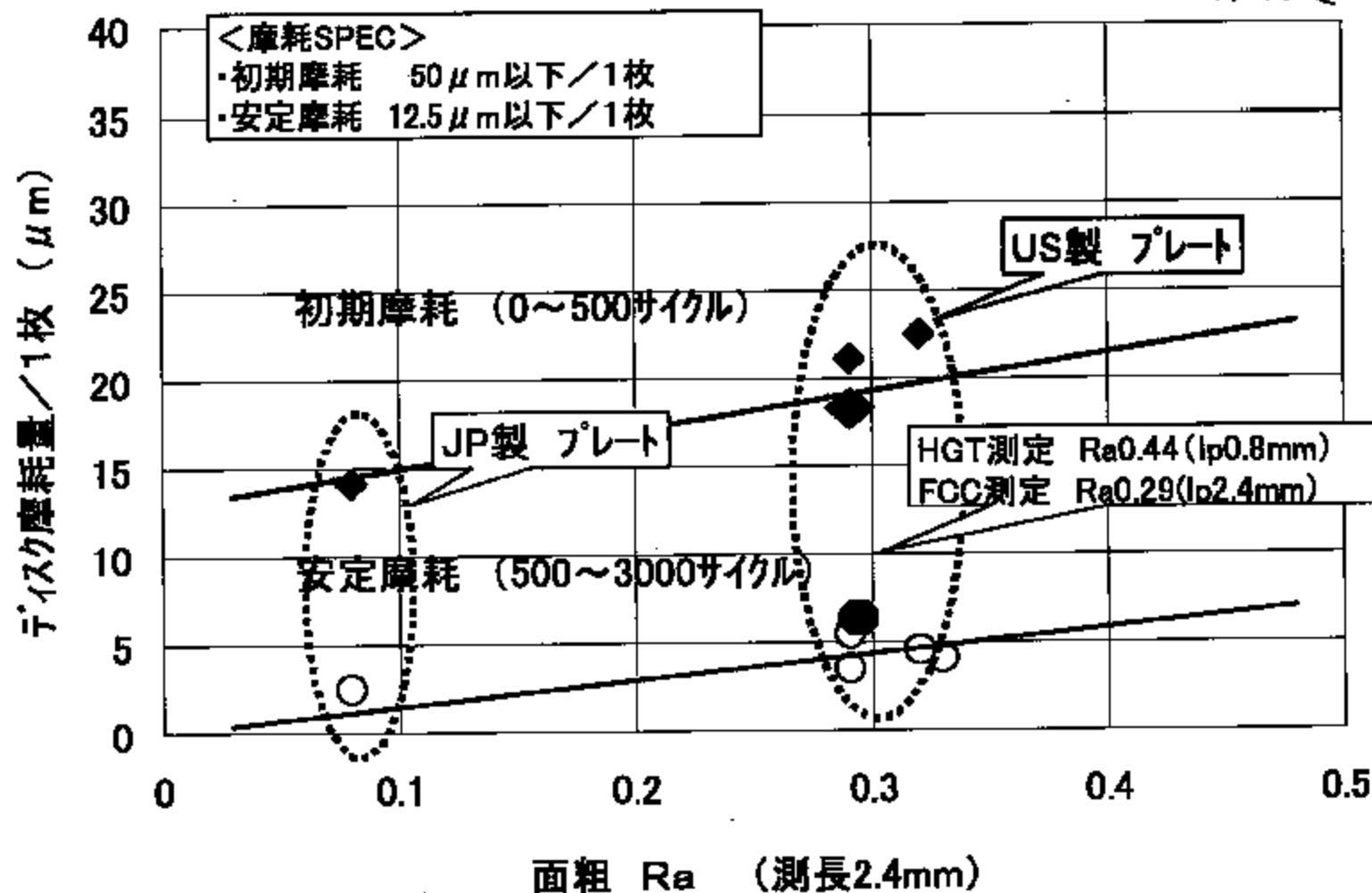
		Ra	Rmax	プレス ダレ面側	プレス ハリ面側
市場回収 3rd 現調	不具合車	(0.357) / (0.172)	4.187 / 1.132		
	健康車	(0.335) / (0.305)	2.791 / 2.168		
US 現調新品		(0.567) / (0.503)	5.190 / 4.387		
	J 製新品	(0.140) / (0.191)	1.210 / 2.051		



フルサイズ単体耐久結果(3000サイクル)

UAV 2nd フルサイズ耐久試験結果

SPEC 条件Q/A=60

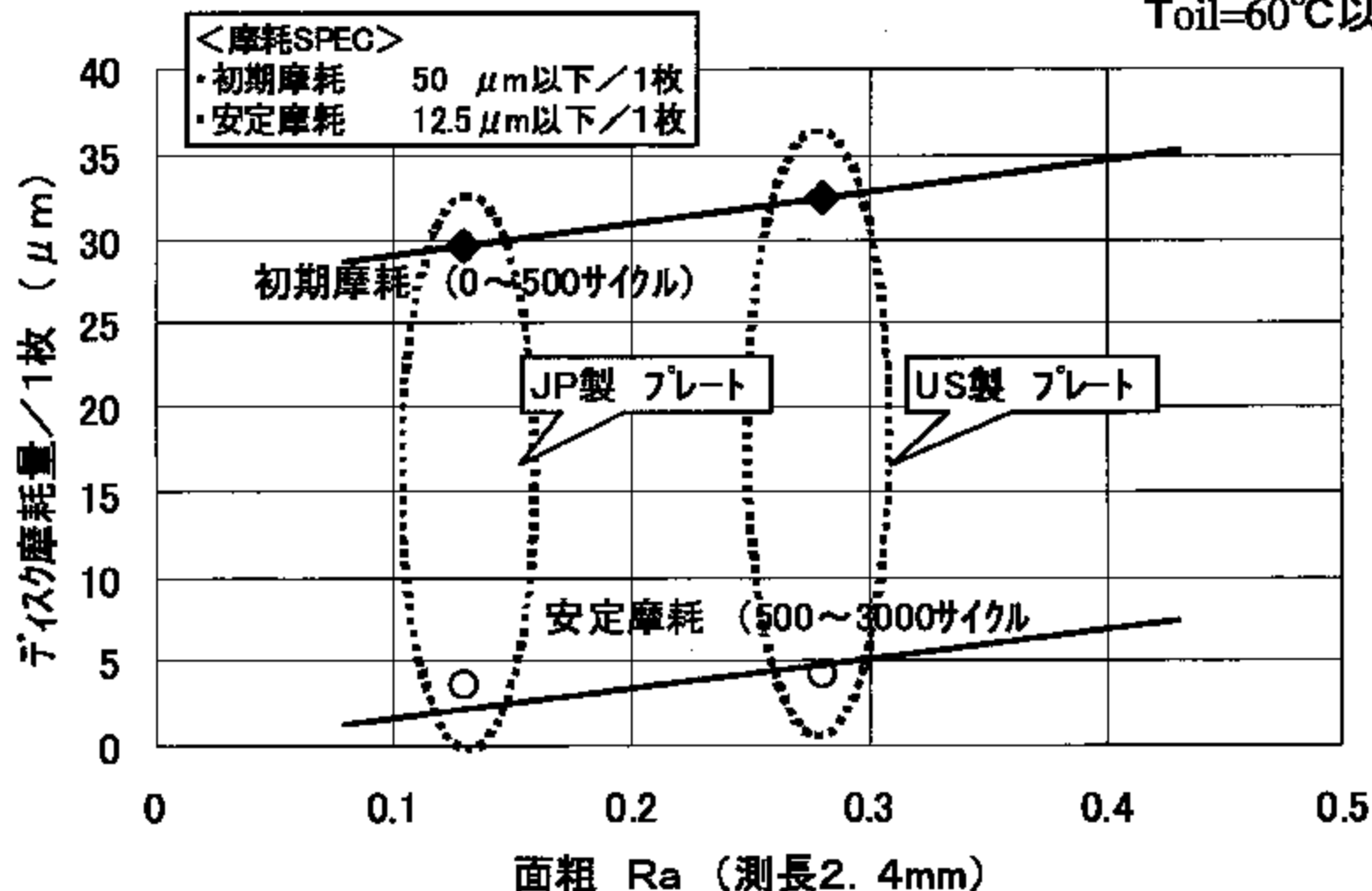


フルサイズ単体耐久結果(3000サイクル)

UAV 3rd 高Q/A、低油温フルサイズ耐久試験結果

Q/A=163

T_{oil}=60°C以下



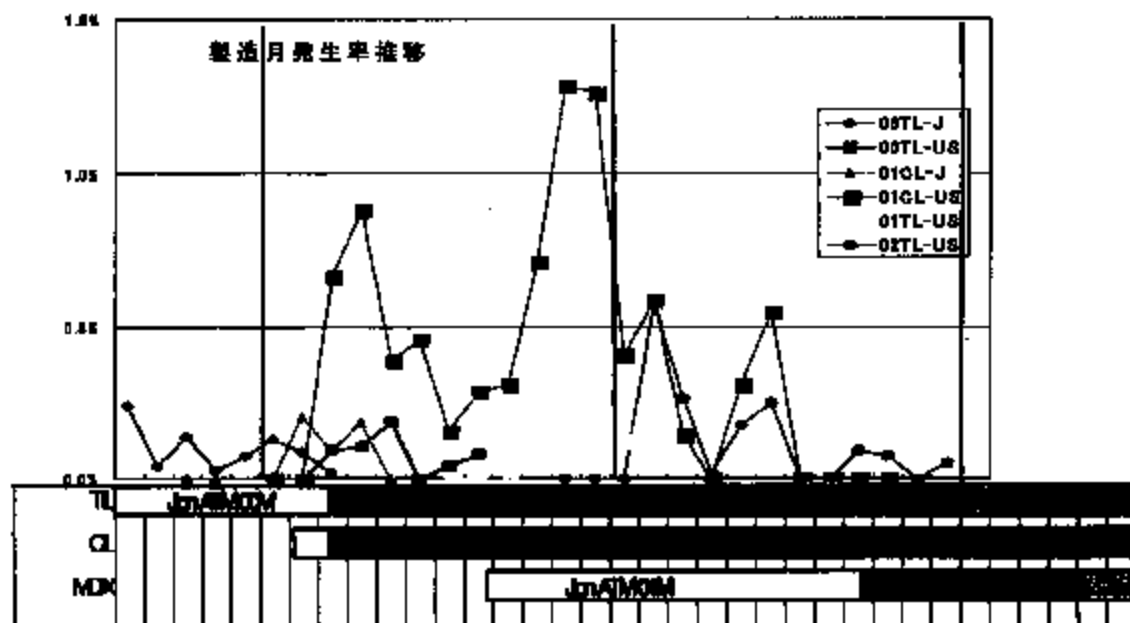
製造変化点 3RDクラッチパック

【前回内容にMD、UAの調査結果追加】
(赤字部分)

'01年4月にFCCはJPN → US移管。
その後の3rdクラッチパック関連での部品/製造工程変化点

- '01.10月
PGHの現調開始
GUIDE COMP US現調開始
- '01.12 DISK接着 FCC-indiana
→ FCC-north carolina 移管
(PGHは未、02年2月末予定) 上記以外'00.4

以降、量産途中でM/L・材質・設備等変化点なし



		1999	2000	2001	2002
TL CL (PTW)	Mss量産開始 (FCC福江)	☆ Aug			
	HTM量産開始 (FCC-indiana)		★ APR	GUIDE COMP現調化 ☆ OCT	DISK接着移管 Indiana → N. C. ☆ DEC
MDX (PGH)	Mss量産開始 (FCC福江)		☆	PGH量産開始 (GUIDE COMP現調化含む) ★ OCT	DISK接着移管 → N. C. (予定) ☆ FEB
	HTM量産開始 (FCC-indiana)				

USプレートの面粗度改善案(FCC資料)

量産トレンドデータ

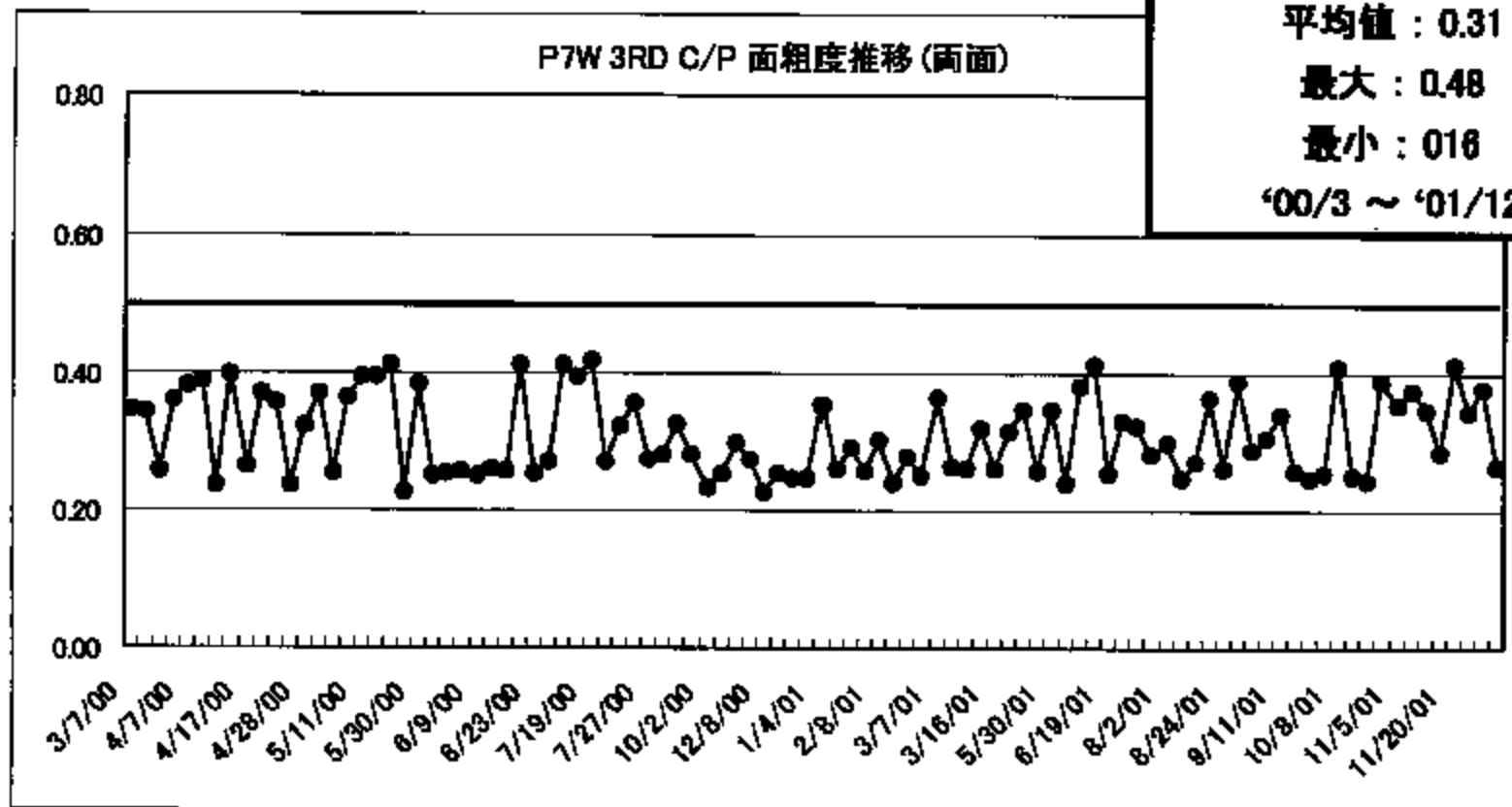
スペック : Ra 0.5 MAX

平均値 : 0.31

最大 : 0.48

最小 : 0.16

'00/3 ~ '01/12



現行量産Plate仕上げ工程



サンディングライン

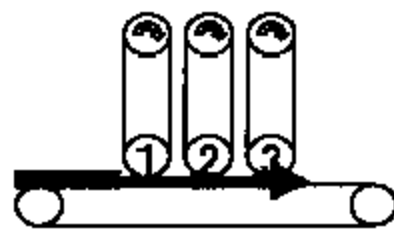
(両面仕上げ工程 3頭平面研削機 X 2台)

サント#400 / サント#400 / コルク#400

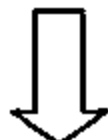
USプレートの面粗度改善案(FCC資料)

サンディングベルト変更

(02年 2月 8日より)



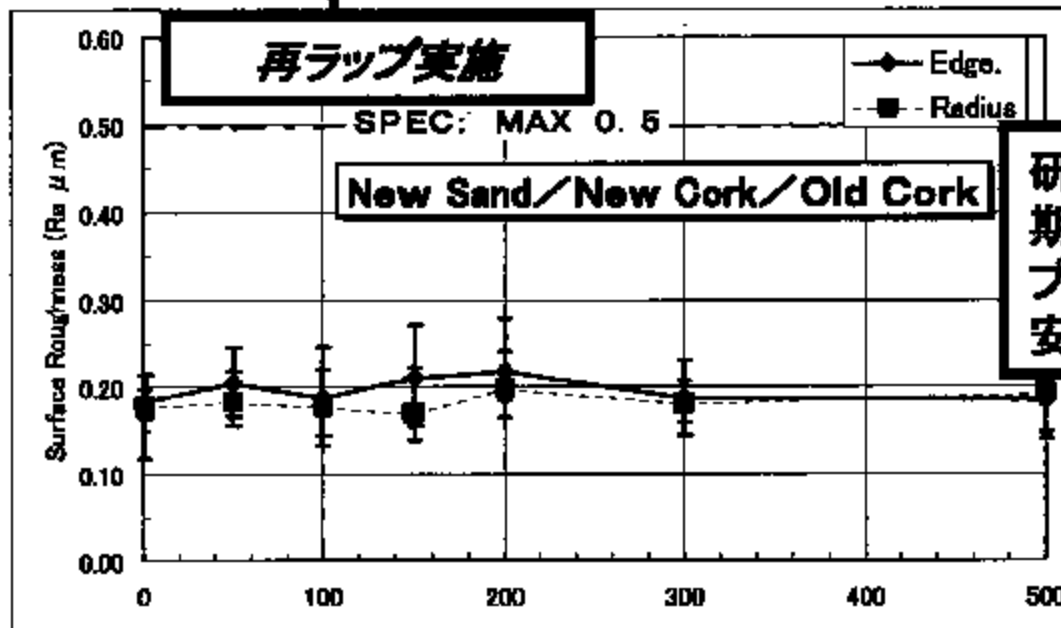
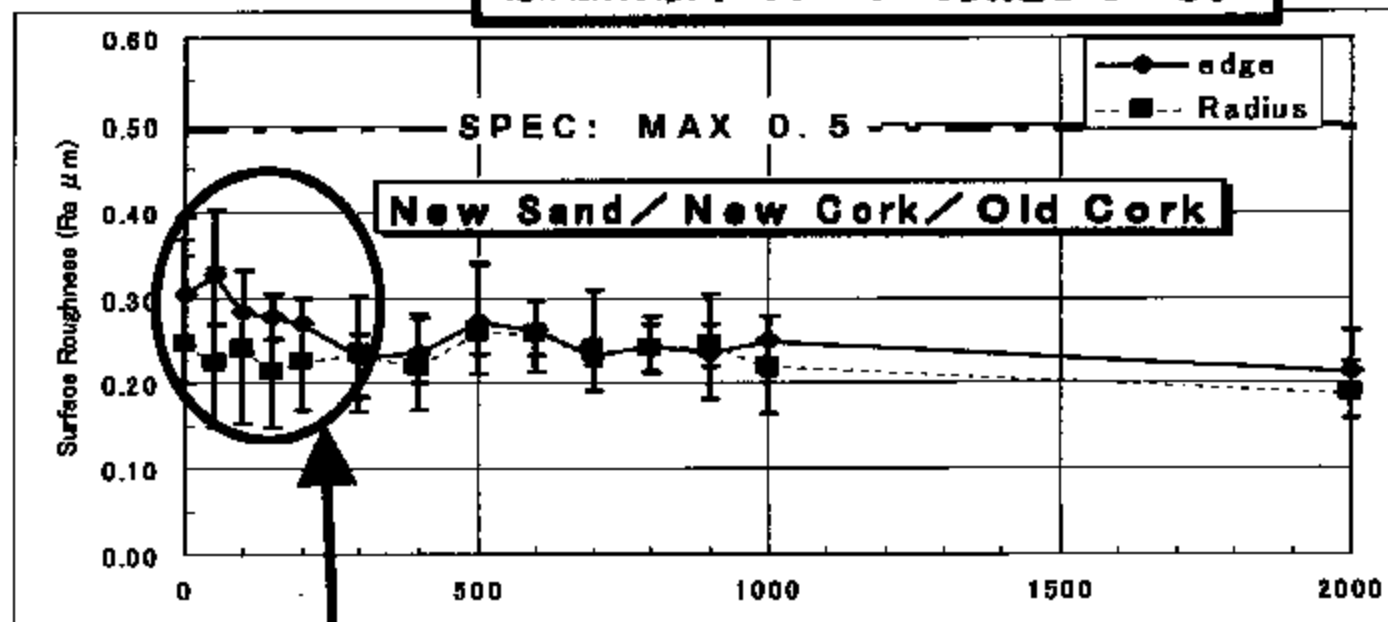
- ① サント#400
- ② サント#400
- ③ コルク#400



- ① サント#400
- ② コルク#400
- ③ コルク#400(使用済み)

対策品経時変化

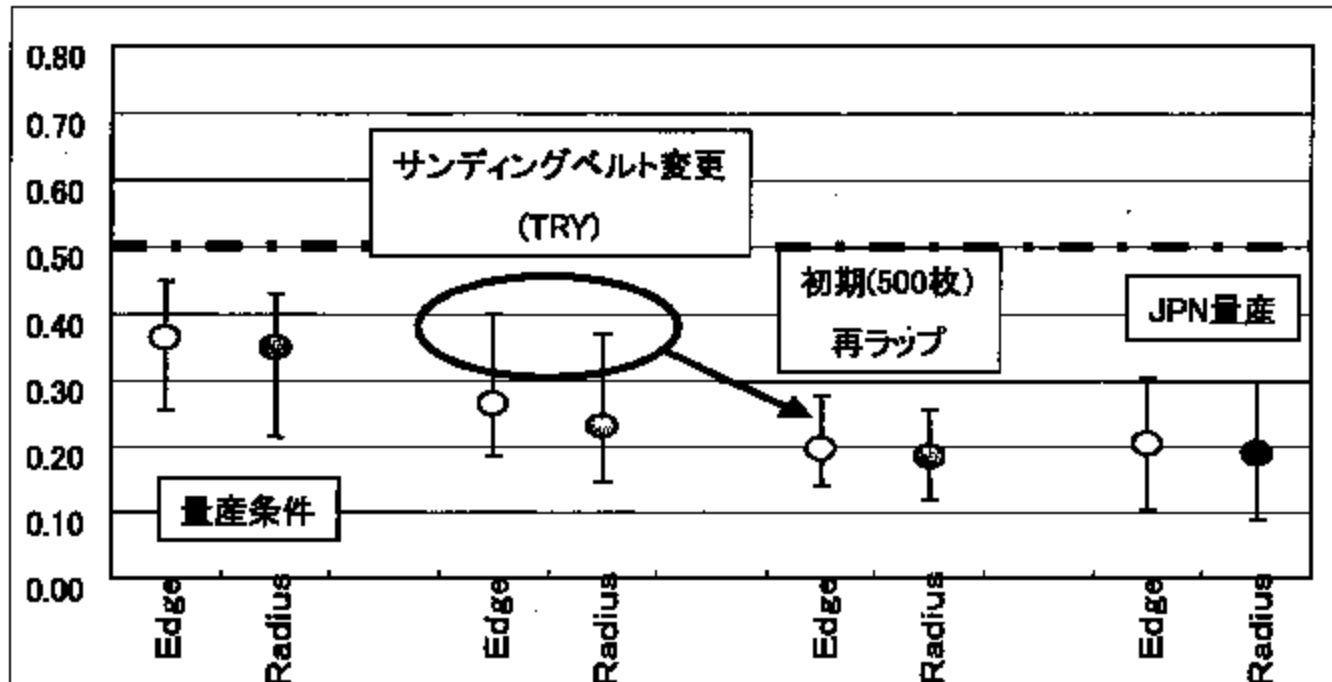
300枚以降は、エッジ面/ダレ面ともほぼRa0.3以下のレベルで安定している。



研削ベルト交換初期のPlateも、再ラップによって面粗度が安定する。

USプレートの面粗度改善案(FCC資料)

初期～1000枚までの面粗度のバラツキ比較



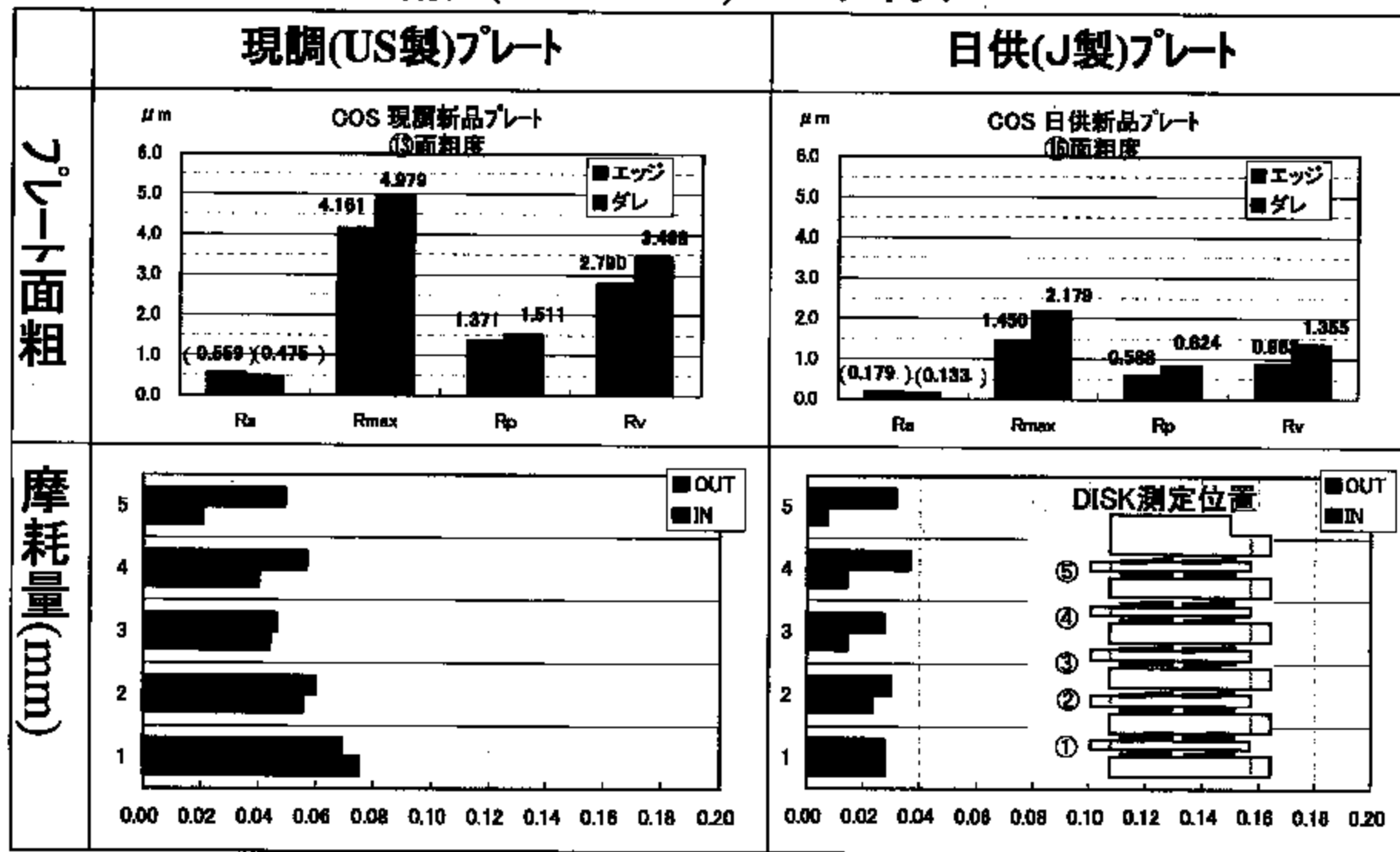
- ・サンディングベルト交換にて現状に対し改善できる
- ・ベルト交換直後の面粗度不安定域は再ラップによってさらに向上する

● サンディングベルト交換で、USプレートの面粗度も、J製同等となる

②低温高Q/A

低水温時の高Q/A影響解析

低温時 高Q/A 耐久(WOT2-3UP) 50サイクル



低水温時2-37℃ Q/A確認結果

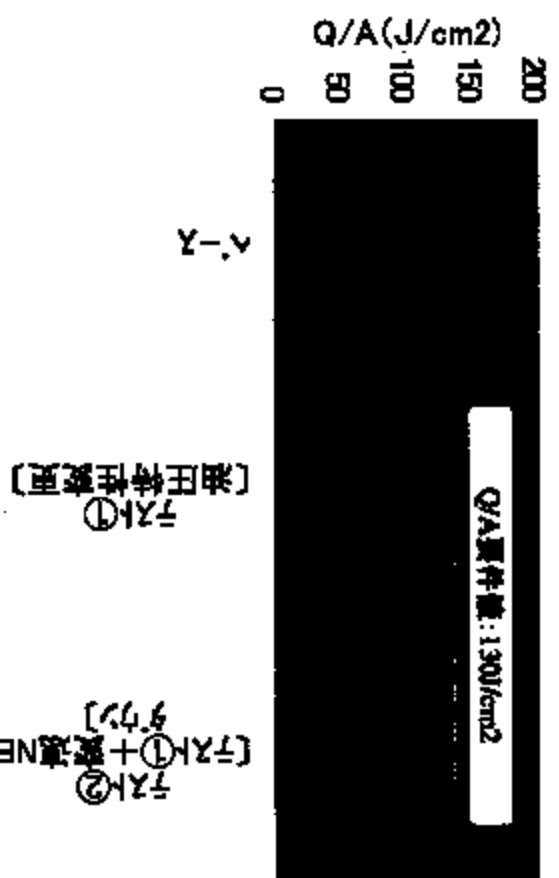
低水温2-37℃ Q/A (CO-S、他機種比較)

	Q/A (J/cm ²)	TATFL (°C)	MAX-Ne (rpm)	開発時Q/A
CO	169	24	6402	88
HP	69	21	5605	60(常温時-タ)
FO	91	29	6300	53(常温時-タ)
UA	108	19	6234	82

※) B/MDはHPと変速NEおよび油圧特性が同等であり、Q/Aも同等と推定される。今後、追加確認を行う。

CO、低水温2-37℃
先行入庫確認結果

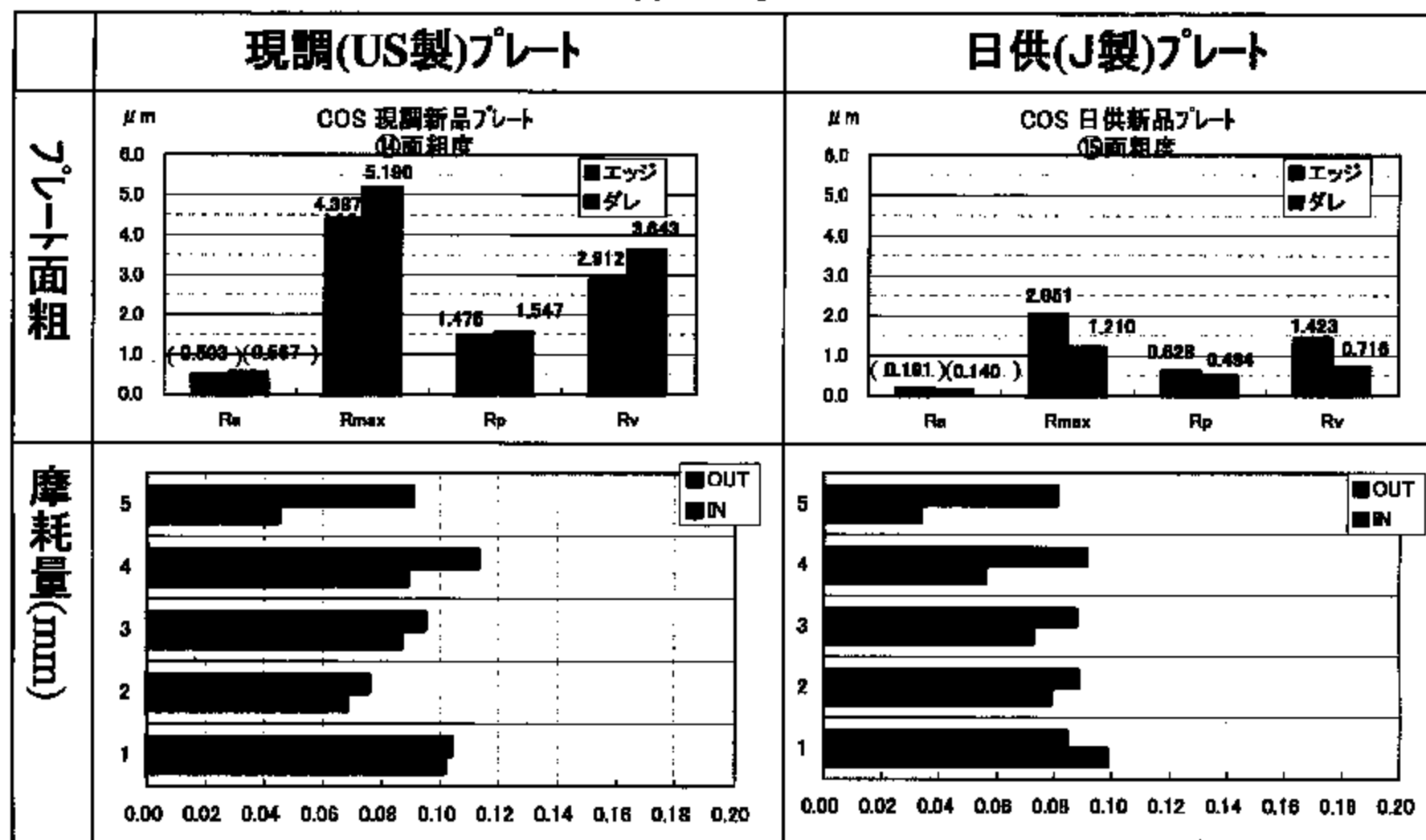
● COについては、低水温MAP時の変速過渡油圧変更、低水温時の変速No.3において、Q/Aを下げる



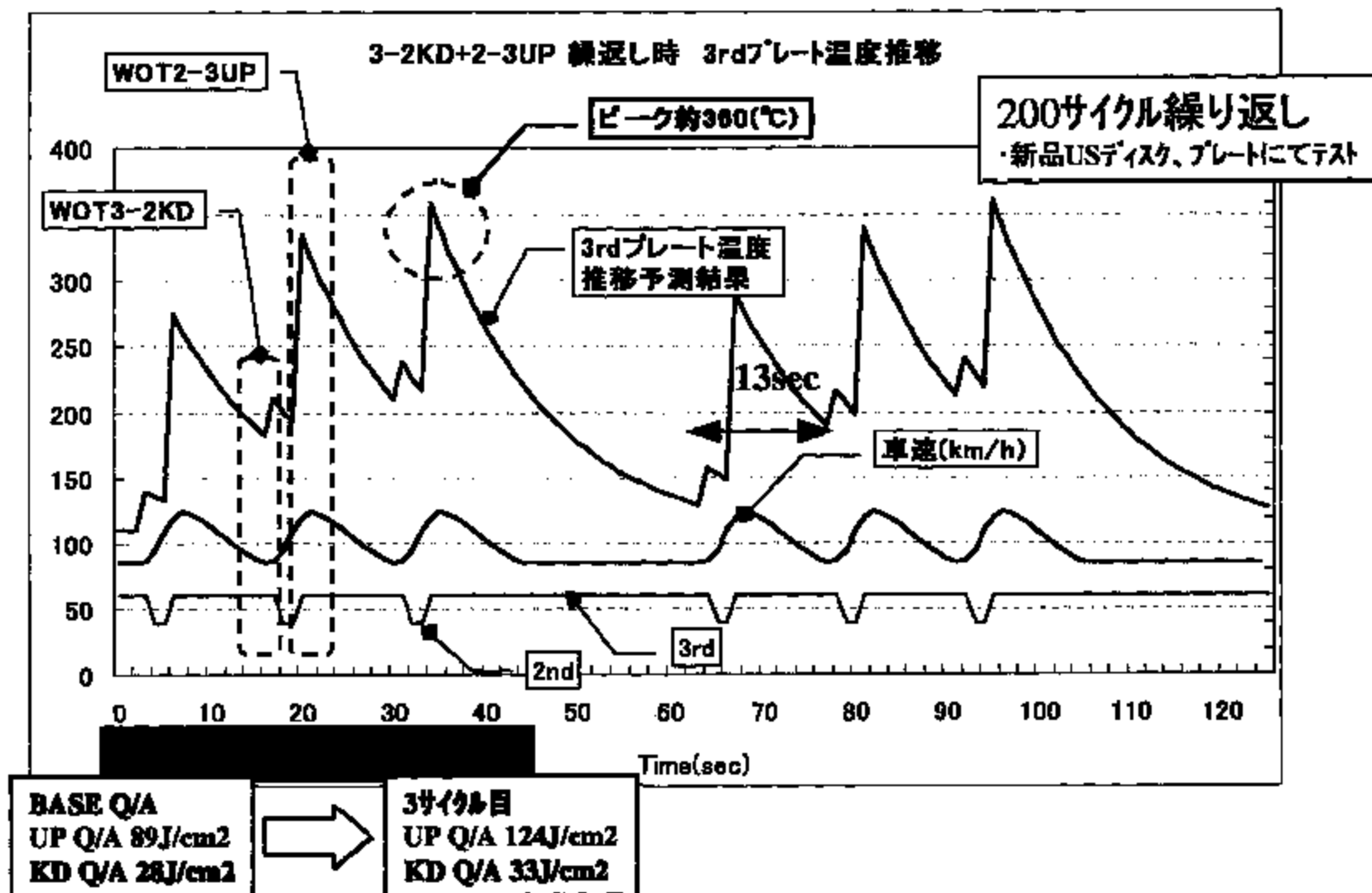
③いじわる変速繰り返し

KD/Shift UP繰り返し解析

WOT2-3UP+3-2KD 200サイクル繰り返し変速モード



KD/Shift UP繰り返し解析



まとめ

CL-Sの3rdクラッチの市場問題は、

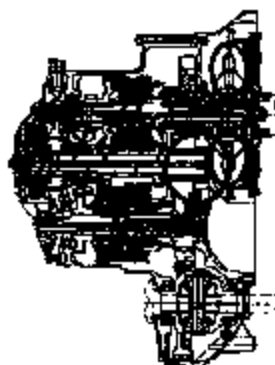
1. 低温時のQ/Aが高く、プレートの面粗度が悪い条件が重なると、フェーシング摩耗が促進される。
2. また、いじわるな変速繰り返しにより、フェーシング摩耗が増大する
3. クラッチクリアランスが広がり、吹きが発生する

最終的に、焼けにいたる

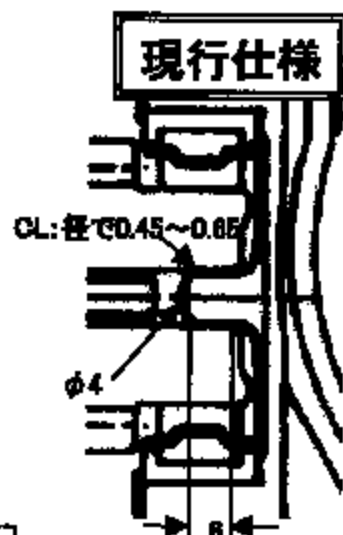


“①プレートの面粗度の改善 ②低温2-3UP時の高Q/Aの見直し”により、初期摩耗を押さえ、“③いじわる変速繰り返しによるプレート温度を下げる”事により、対策を実施する

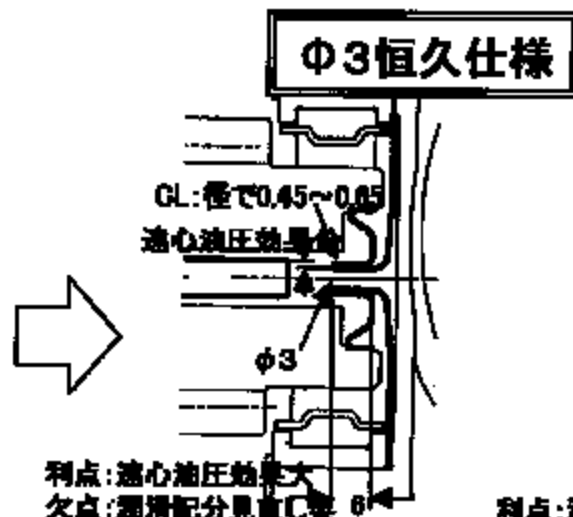
C.シャフト／オイルガイドプレート 部の潤滑量安定化対応



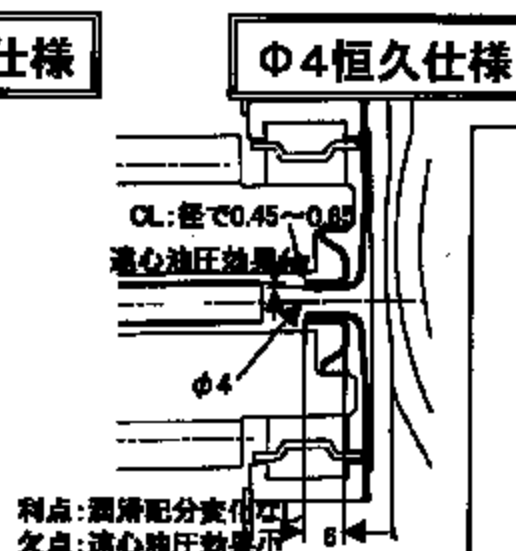
**4000rpmの
3速クラッチ
潤滑量**



1540~
1740cc/min



1830cc/min
(CL中央)



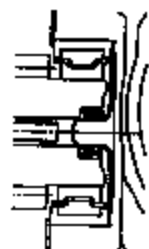
利点: 酒精配分变化小
缺点: 透心压力数显示

1920cc/min
(CL中央)

本命

オイルシールタイプ

完全シールでの 漏洩量測定



【参考值】
2080cc/min

11 月	12 火	13 水	14 木	15 金	16 土	18 月	19 火	20 水	21 木	22 金	25 月	26 火	27 水	28 木
対策案効果確認テスト														
▼						確認テスト								
				▼							▼			
											製品確認テスト			
											▼			
											↓ 出荷			

今後の展開

①プレートの面粗度

- ・2月末目標で面粗度の図面化

②低温高Q/A

- ・低温油圧補正、変速Ne見直し

③いじわる変速繰り返し

- ・2-3UP Q/A見直し、3-2KD限界見直し

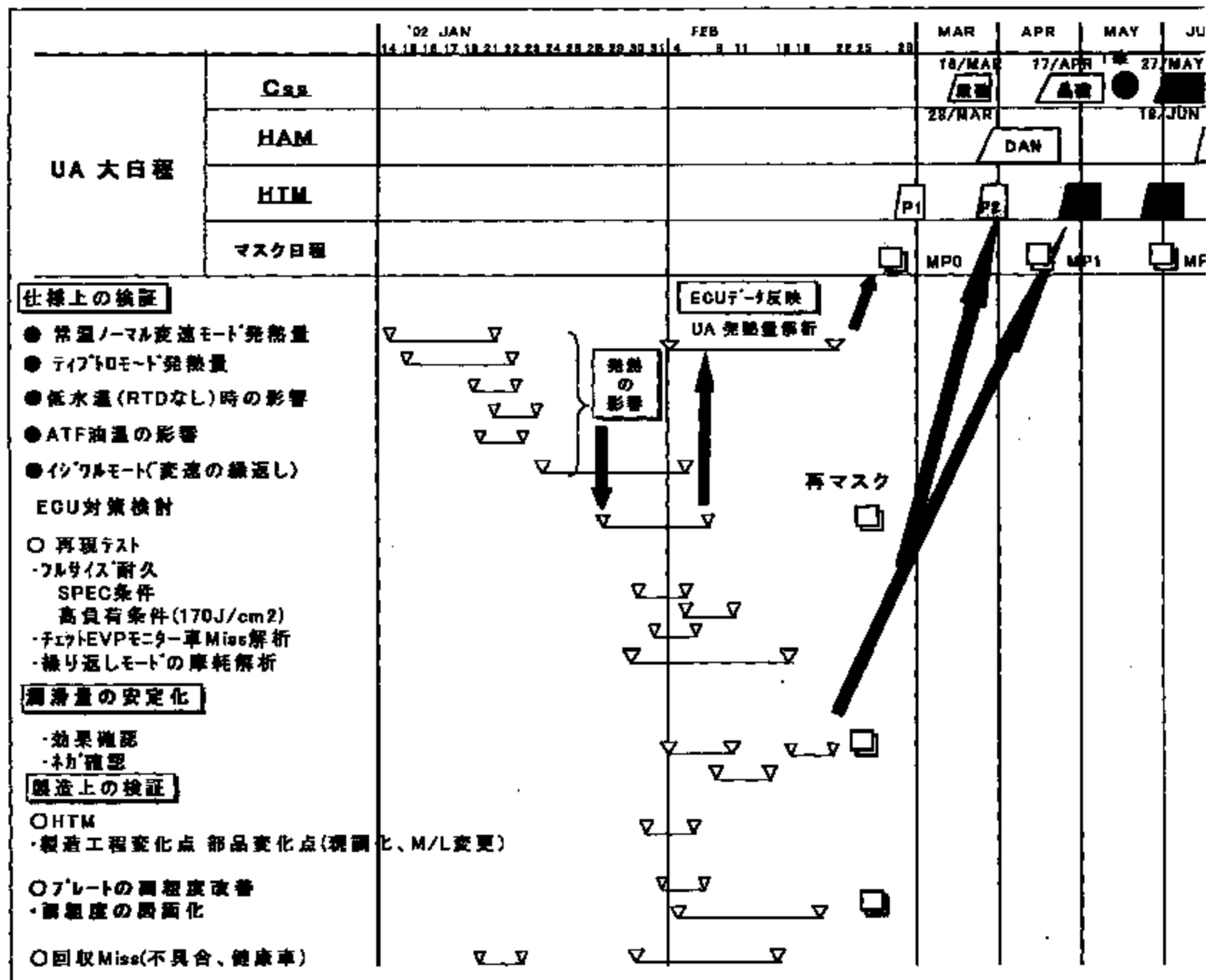
2月末、MASK目標

④潤滑量安定化対応

- ・2月中出図：HTM L1 lot適用（P2の耐久Missに適用）

FCC-IND製面粗度改善プレート、②③④対策仕様での摩耗
量効果確認
～22/Feb

今後の展開

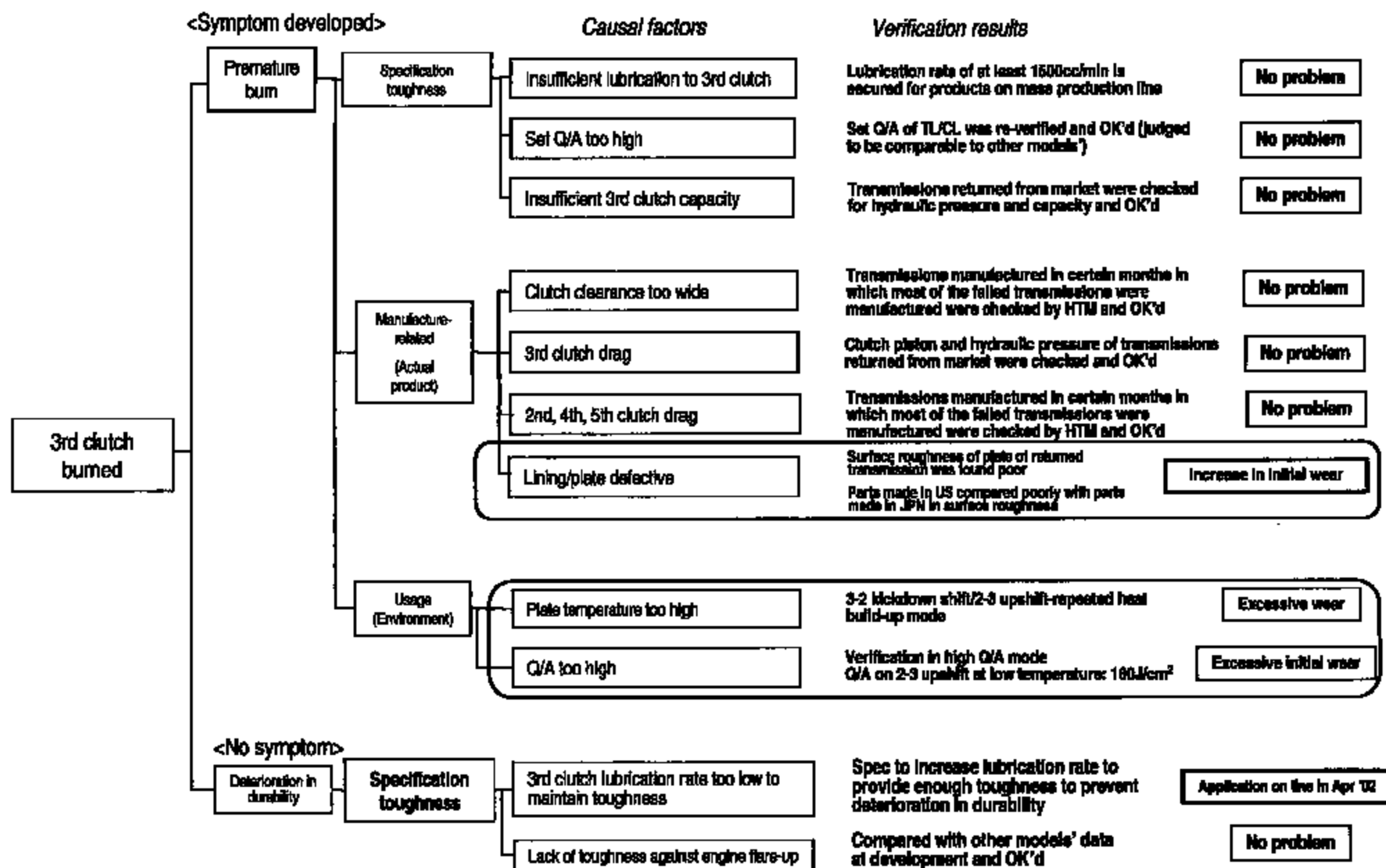


01M CL Transmission Failure (3rd Clutch Burned)

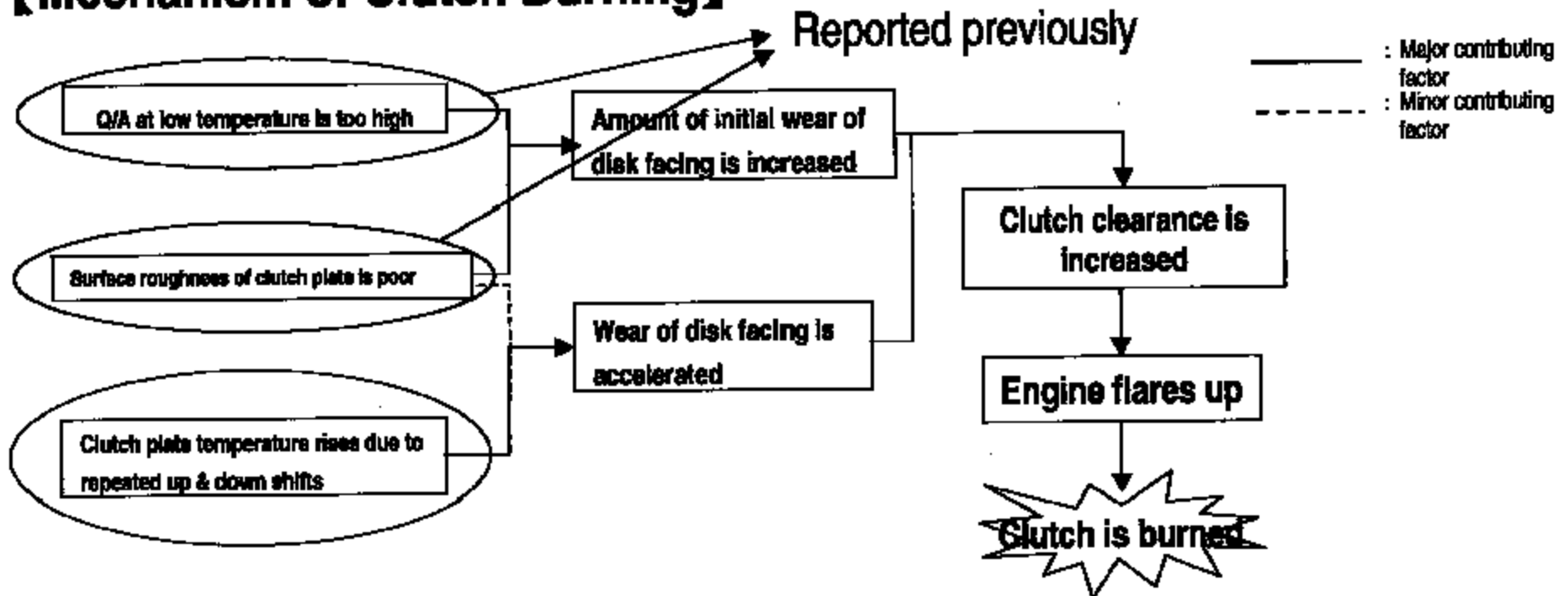
MM Report on CL-S 3rd Clutch Burning

March 1, 2002 HGT 42D

Analysis of Causal Factors of 3rd Clutch Burning and Results of Analysis



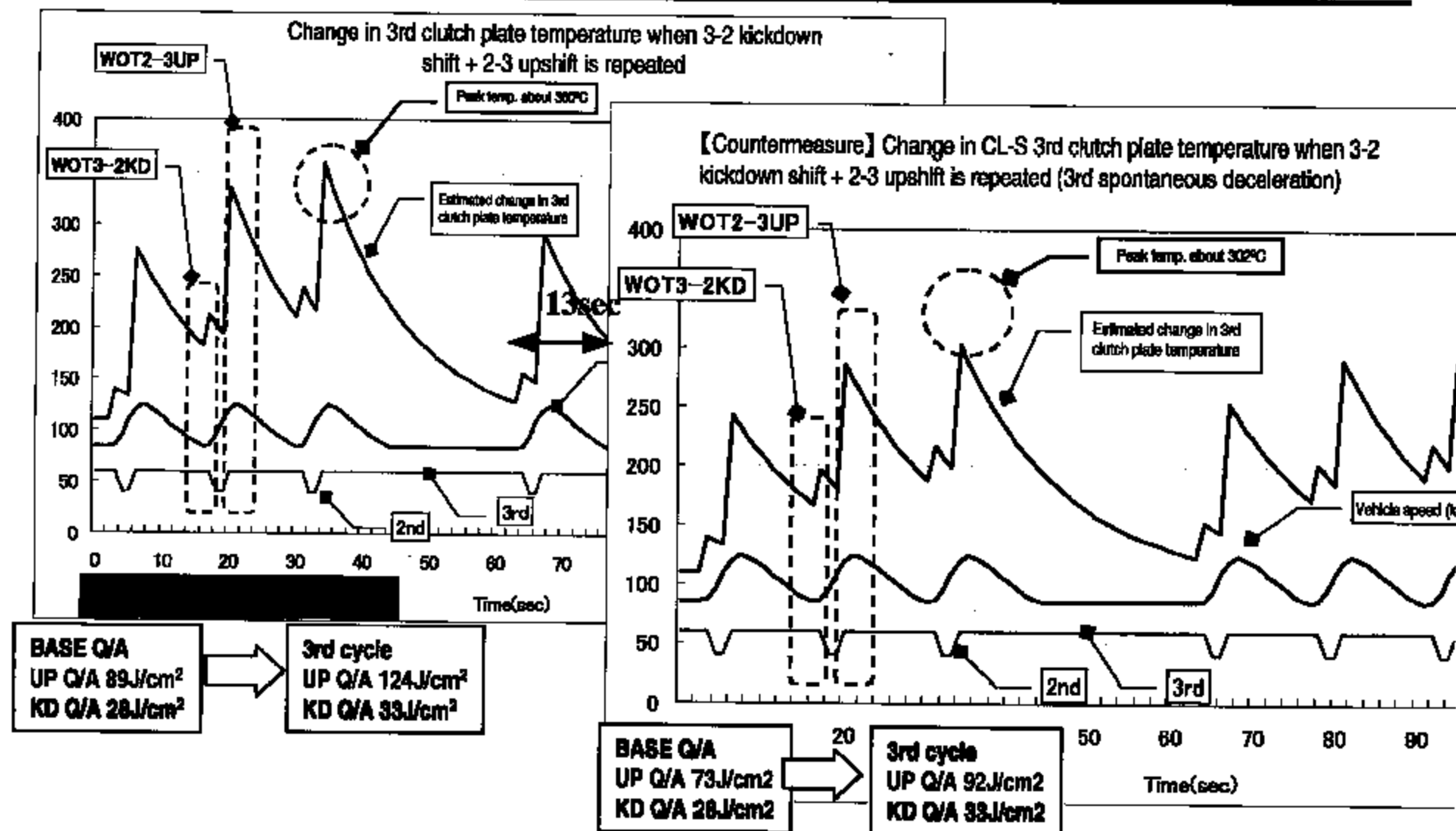
【Mechanism of Clutch Burning】



This report covers the following:

1. Countermeasure to keep clutch plate temperature from rising due to repeated up & down shifts and the results of verification of effectiveness thereof
2. Countermeasure application schedule

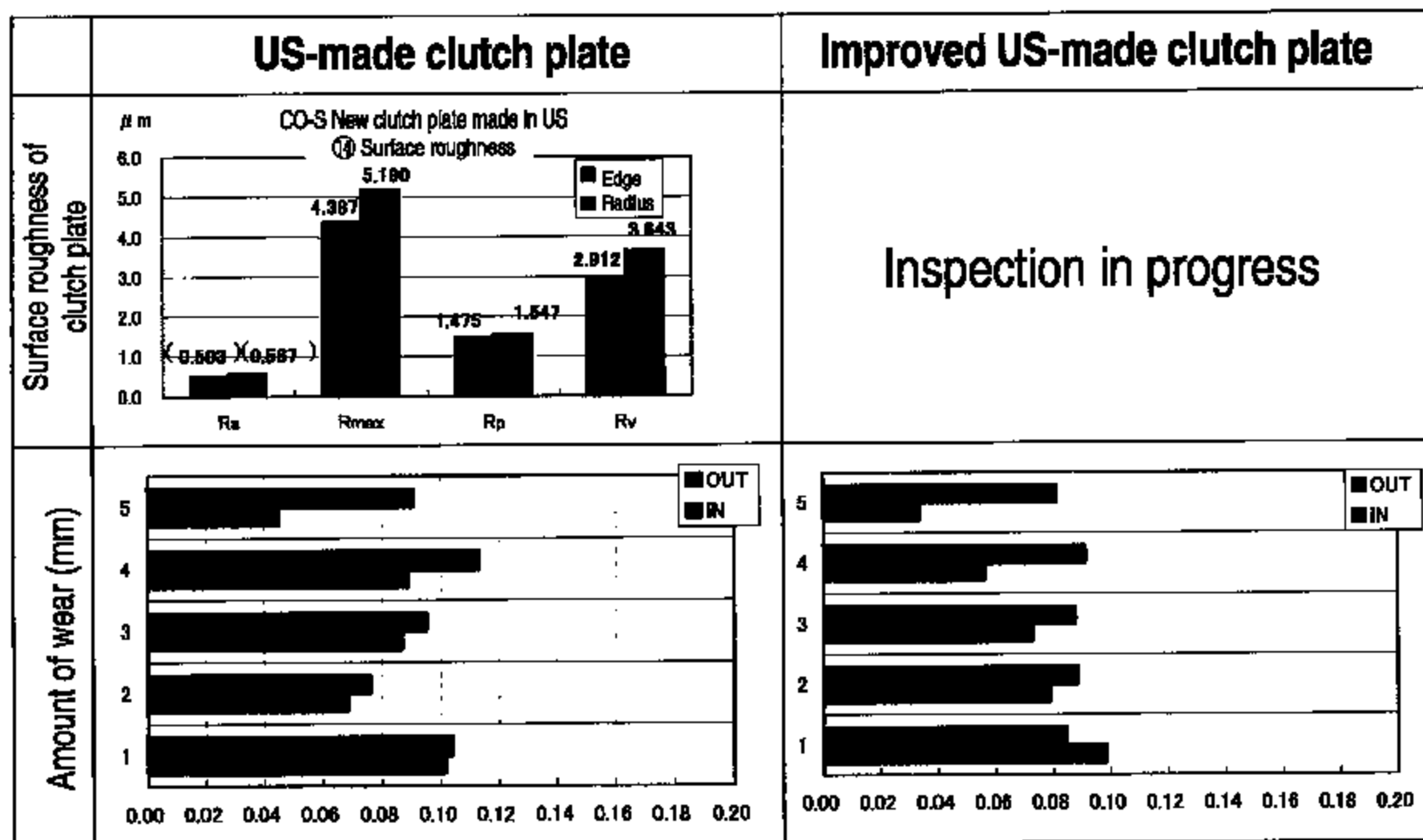
【Repetition of Kickdown Shift/Upshift】Calculation of Built-up Heat and Proposed Countermeasure



- Clutch plate temperature climbed up to 360°C (as calculated) in the "risky" kickdown shift/upshift repeat mode. As a countermeasure, hydraulic pressure characteristics on 2-3 upshift were reviewed and ATD on 2-3 upshift was increased, which proved effective in keeping the clutch plate temperature (heat built up in the plate) at not more than the target temperature of 300°C max.

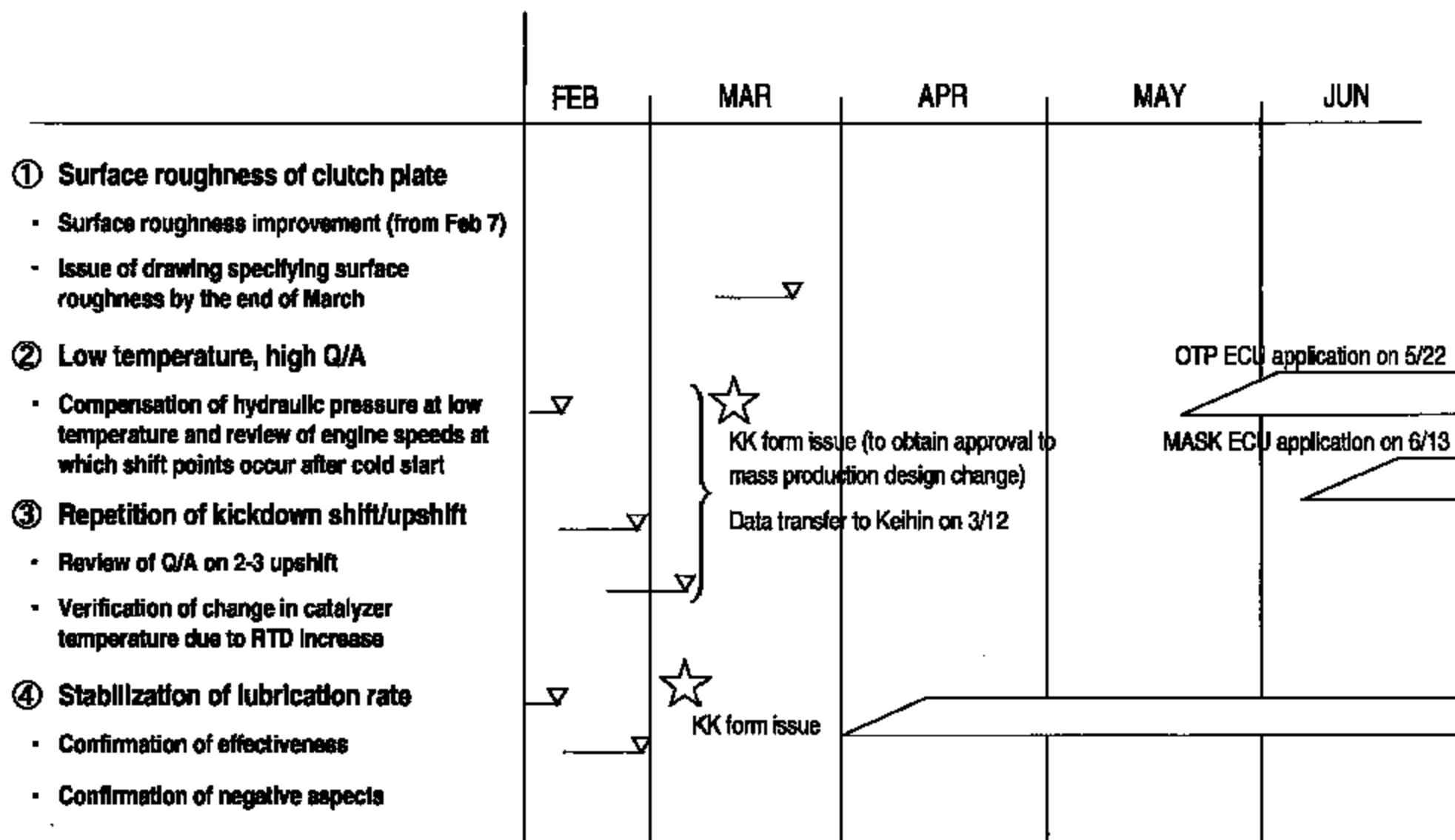
【Repetition of Kickdown Shift/Upshift】 Confirmation of Effectiveness

WOT 2-3 UP + 3-2 KD (Wide open throttle 2-3 upshift + 3-2 kickdown shift) 200-cycle repeat mode



- Owing to countermeasures taken with regard to surface roughness of US-made clutch plate, ECU data and lubrication, the amount of facing wear was reduced by about 30 μ m/piece and the clutch clearance was reduced by 0.27mm (decreased from 0.57mm to 0.30mm).

Countermeasure Application Schedule

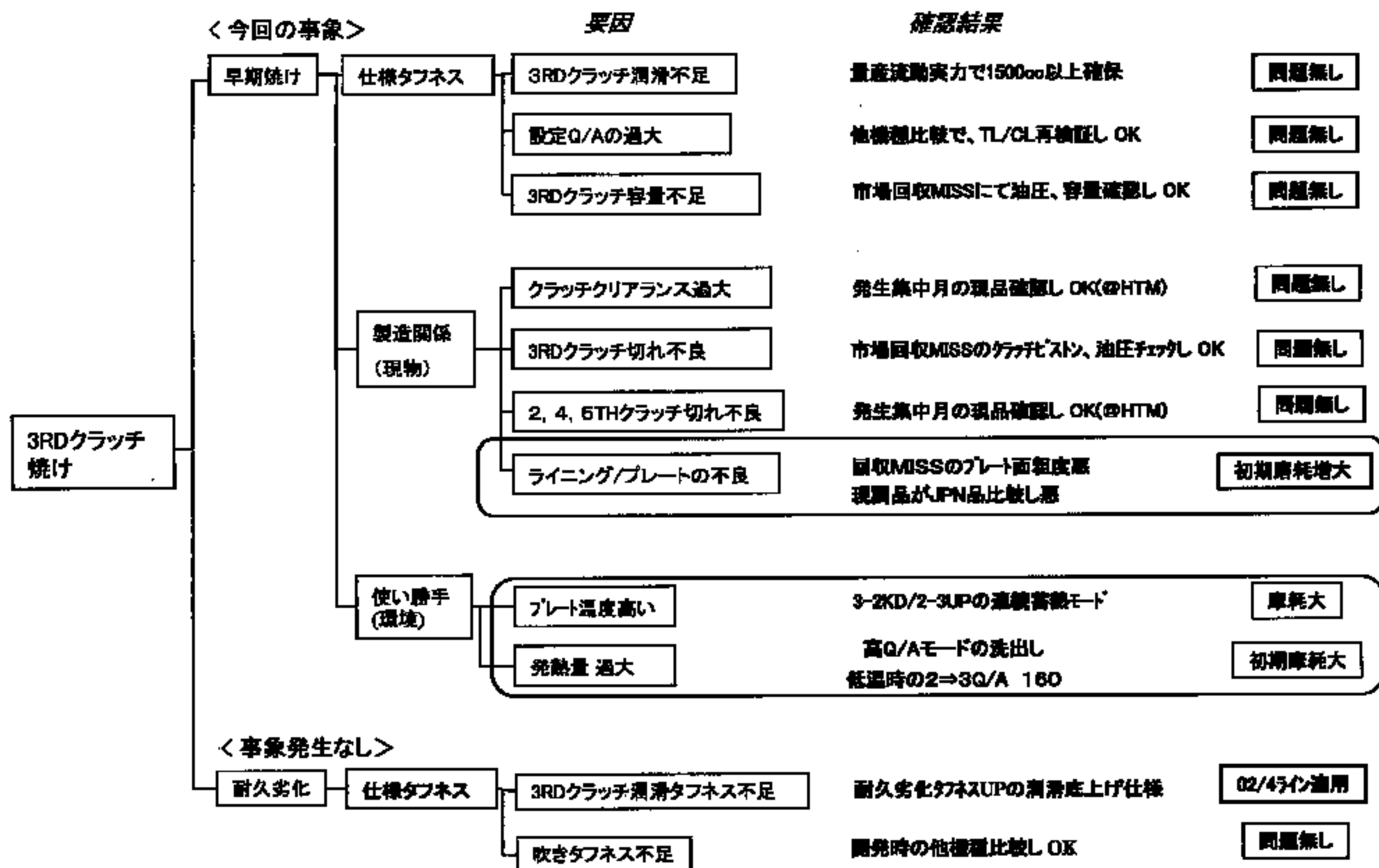


01 CL 変速不良(3rD焼け)

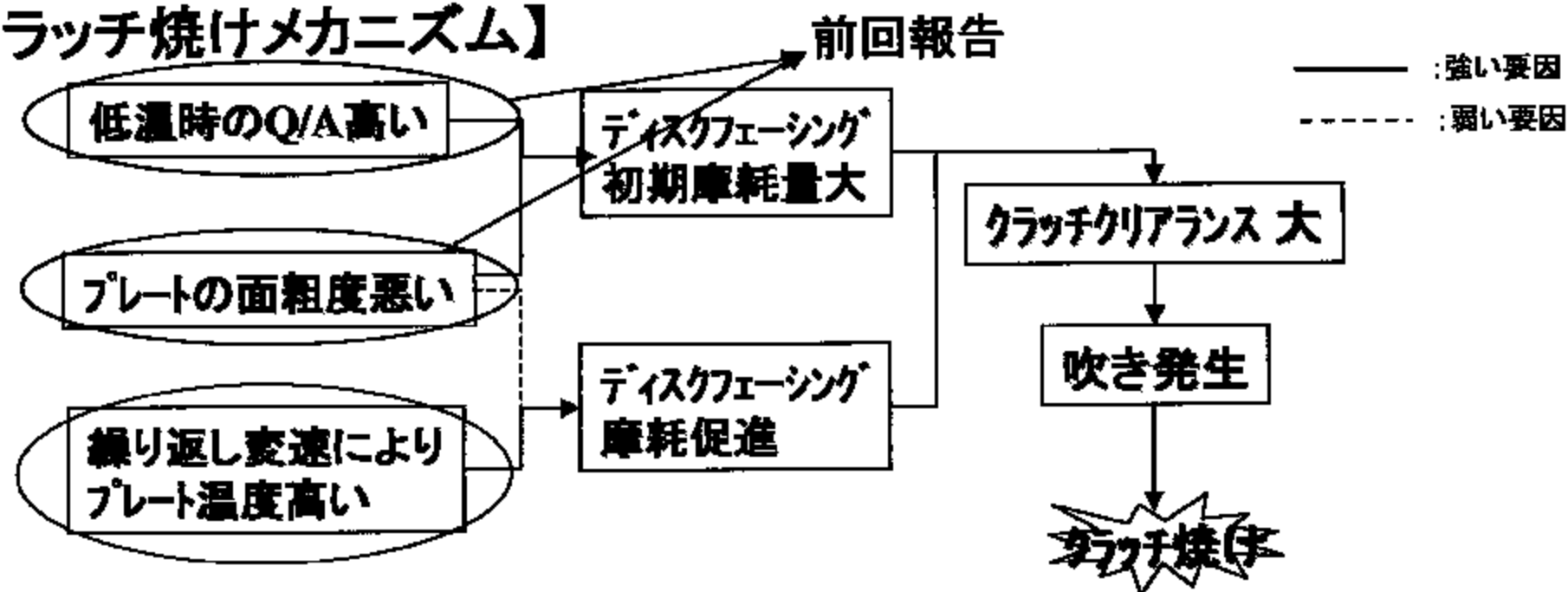
CL-S 3RDクラッチ焼け
MM報告

2002/ 3/ 1 HGT42D

3RDクラッチ焼けの要因分析と解析結果



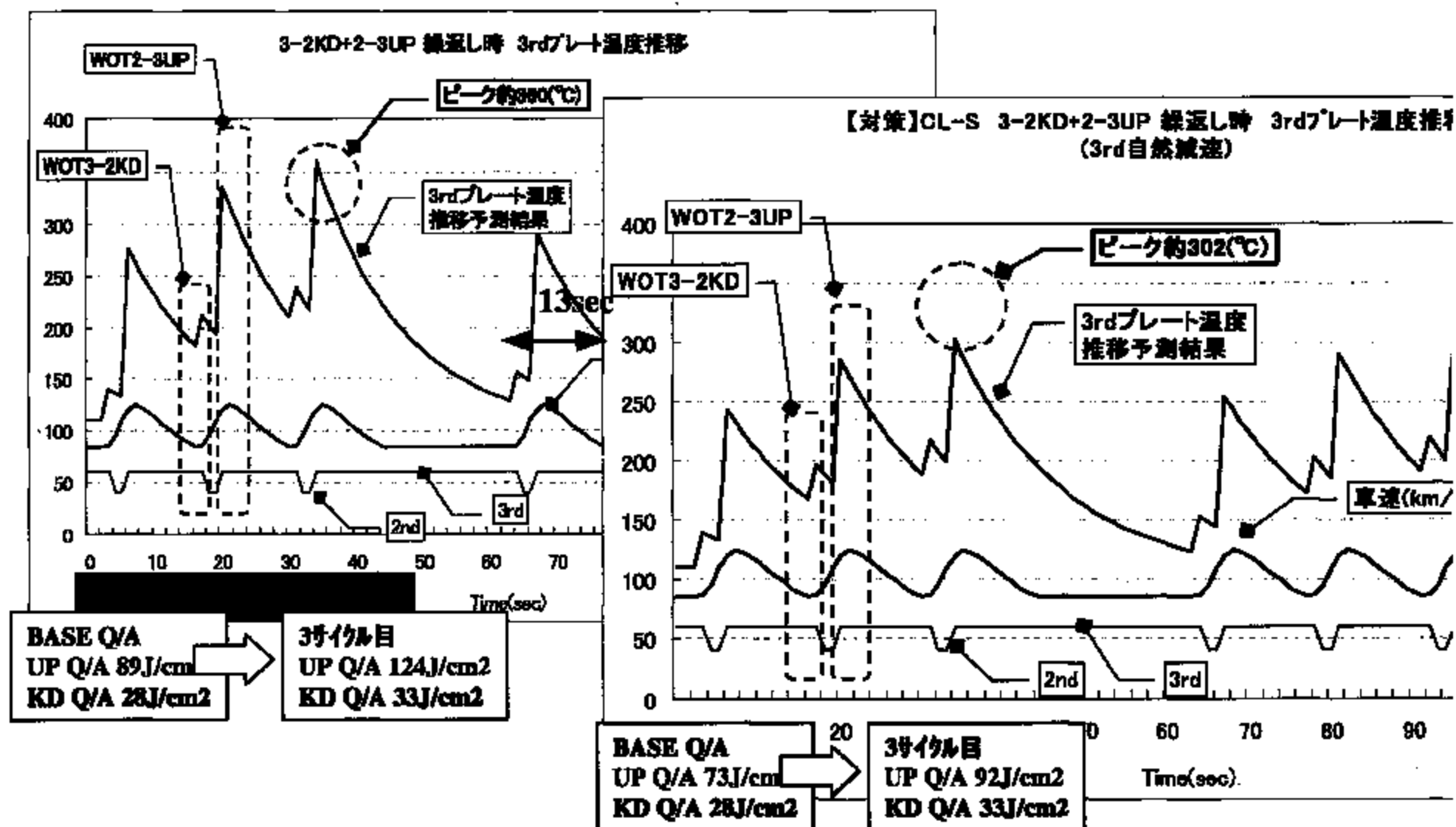
【クラッチ焼けメカニズム】



今回の報告は、下記のついて行います。

1. 繰り返し変速の対策、その確認結果
2. 対策の適用予定

【KD/Shift UP繰り返し】蓄熱計算と対策案

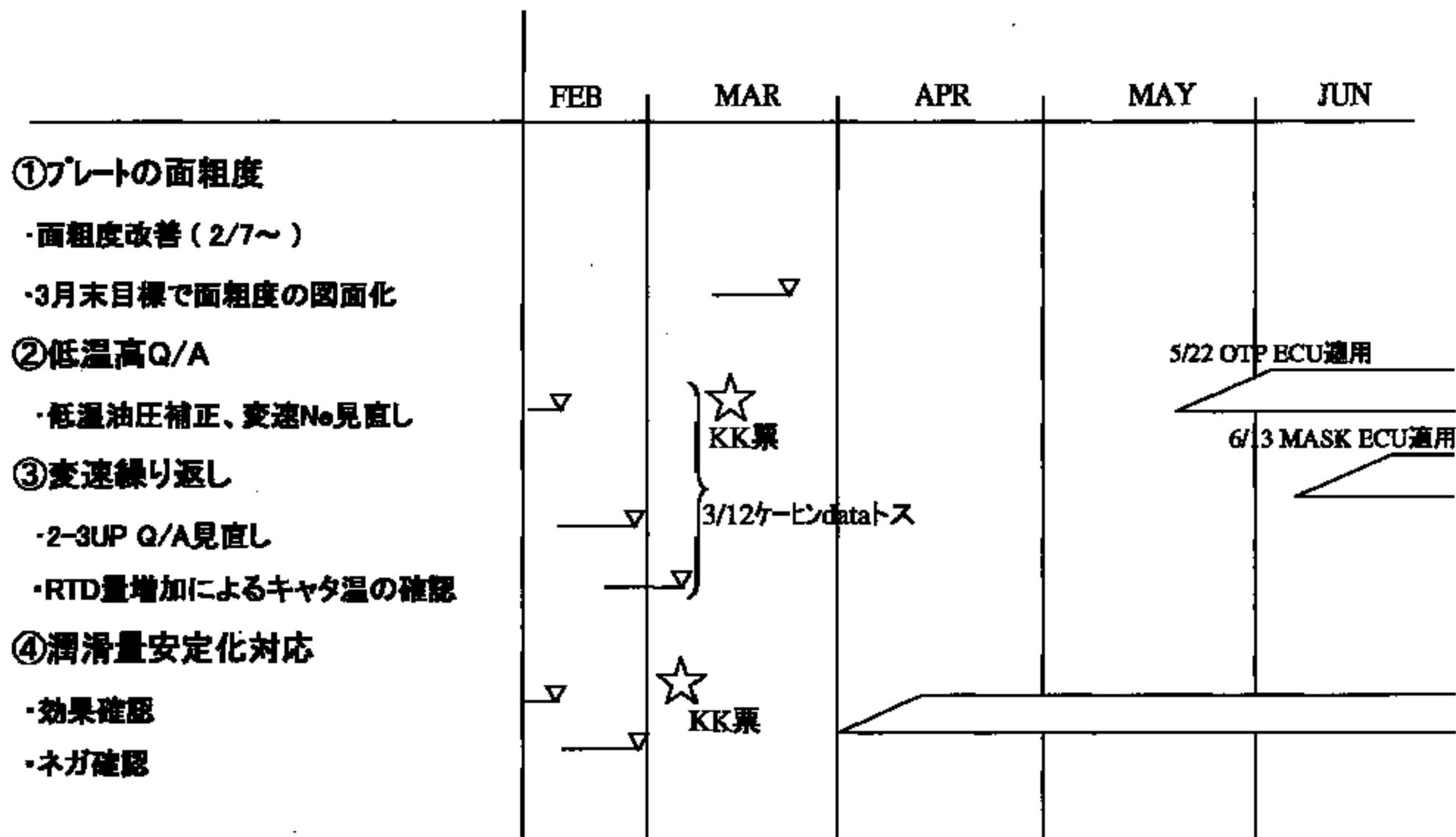


【KD/Shift UP繰り返し】効果確認

WOT2-3UP+3-2KD 200サイクル繰返し変速モード

	現調(US製)プレート	現調対策プレート
プレート面粗	<p>μm</p> <p>COS 現調新品プレート ①面粗度</p> <p>■ エッジ ■ ダレ</p> <p>Ra Rmax Rp Rv</p>	<p>検査中</p>
摩耗量(mm)	<p>■ OUT ■ IN</p> <p>0.00 0.02 0.04 0.06 0.08 0.10 0.12 0.14 0.16 0.18 0.20</p>	<p>■ OUT ■ IN</p> <p>0.00 0.02 0.04 0.06 0.08 0.10 0.12 0.14 0.16 0.18 0.20</p>

対策適用日程



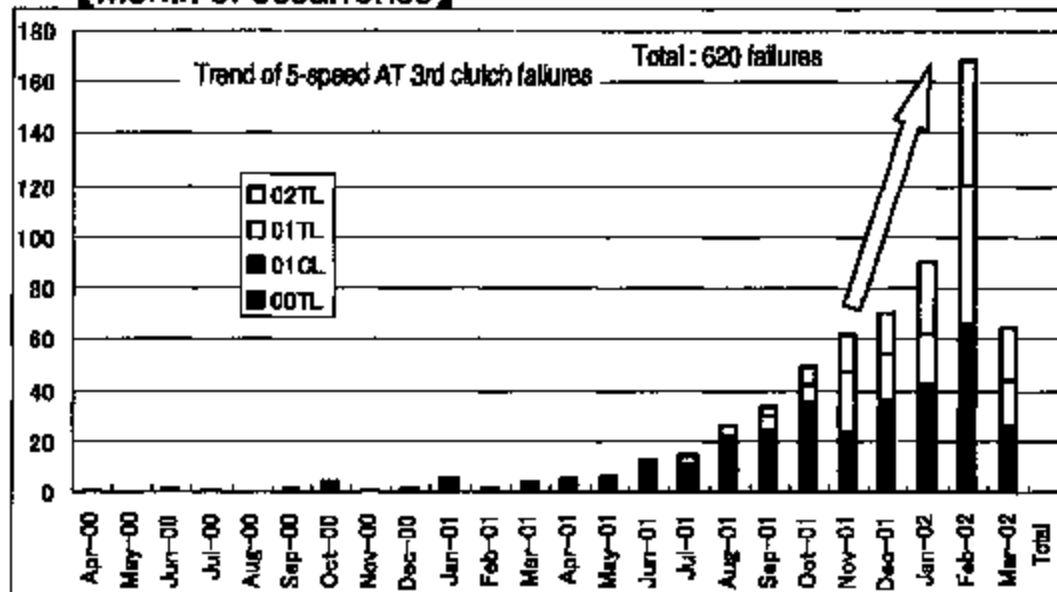
01M CL Transmission Failure (3rd Clutch Burned)

MM Report on CL-S 3rd Clutch Burning

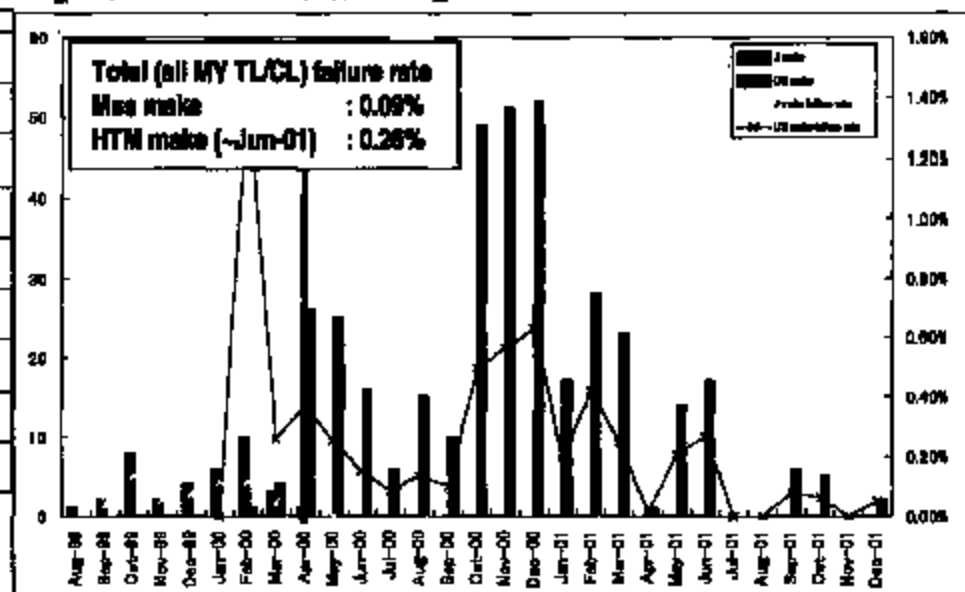
April 5, 2002 HGT 42D

Occurrence Situation

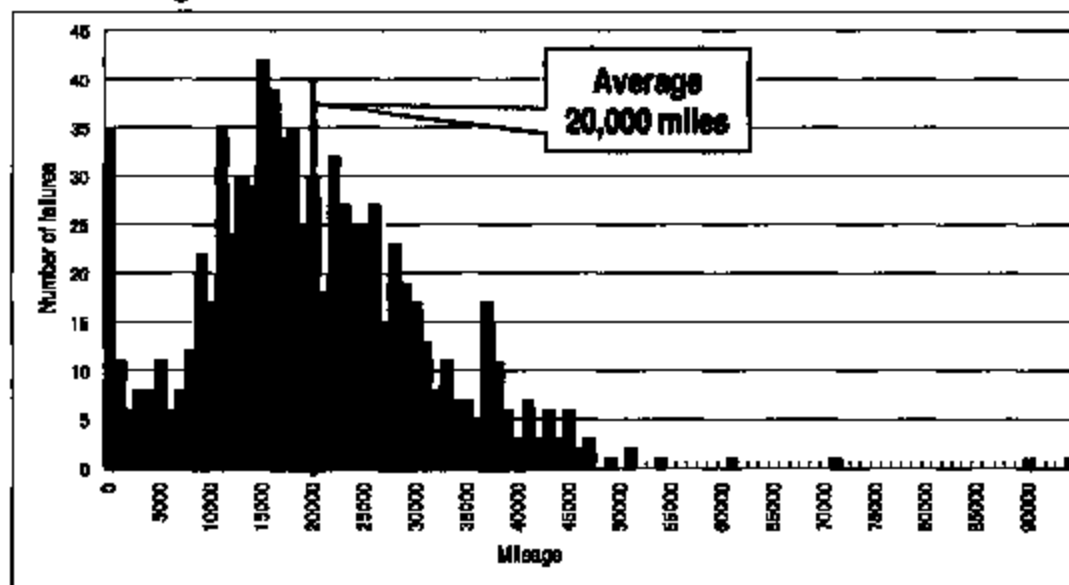
【Month of occurrence】



【Month of manufacture】

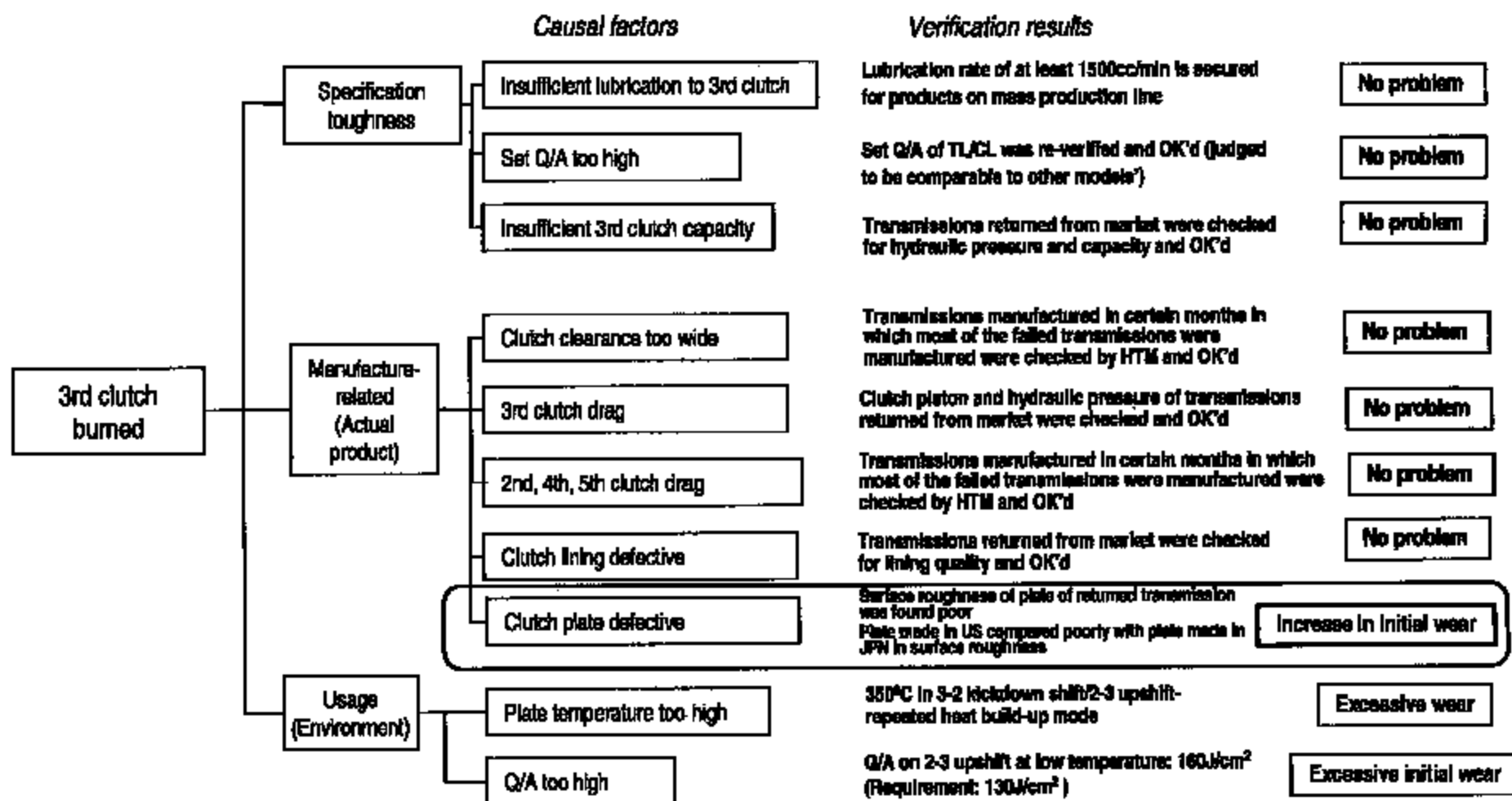


【Mileage】



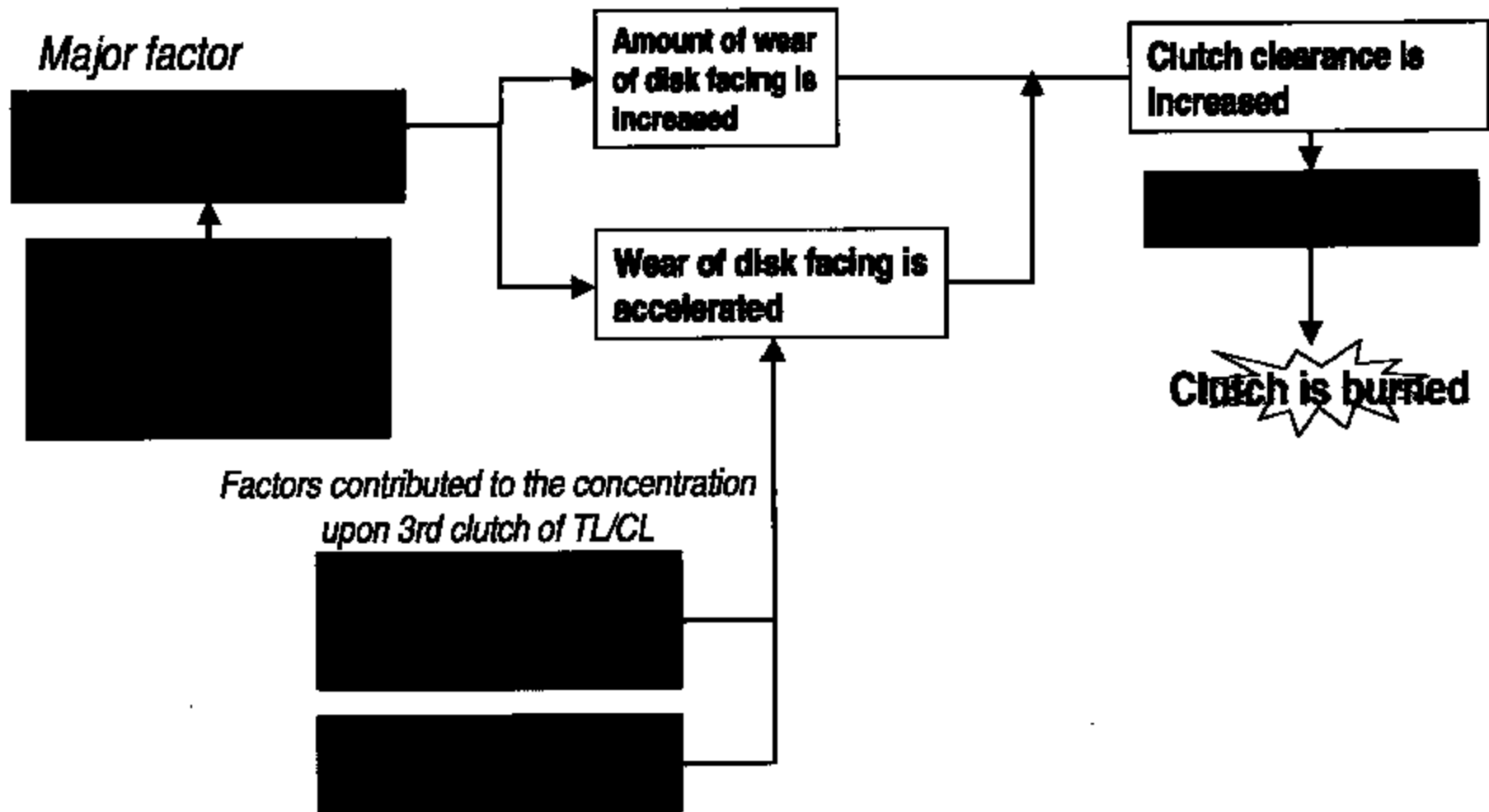
- Occurrence of failures began to increase sharply from around June 2001.
- Failures increased sharply after transfer of manufacture to HTM in April 2000.
- 85% of failures occurred after vehicles had been in service for not more than 35,000 miles, indicating that the subject failure is "early failure."

Analysis of Causal Factors of 3rd Clutch Burning and Results of Analysis



- Three factors, defective clutch plate, high plate temperature and high Q/A, combined together to cause 3rd clutch burning.

Summary of Analysis Results



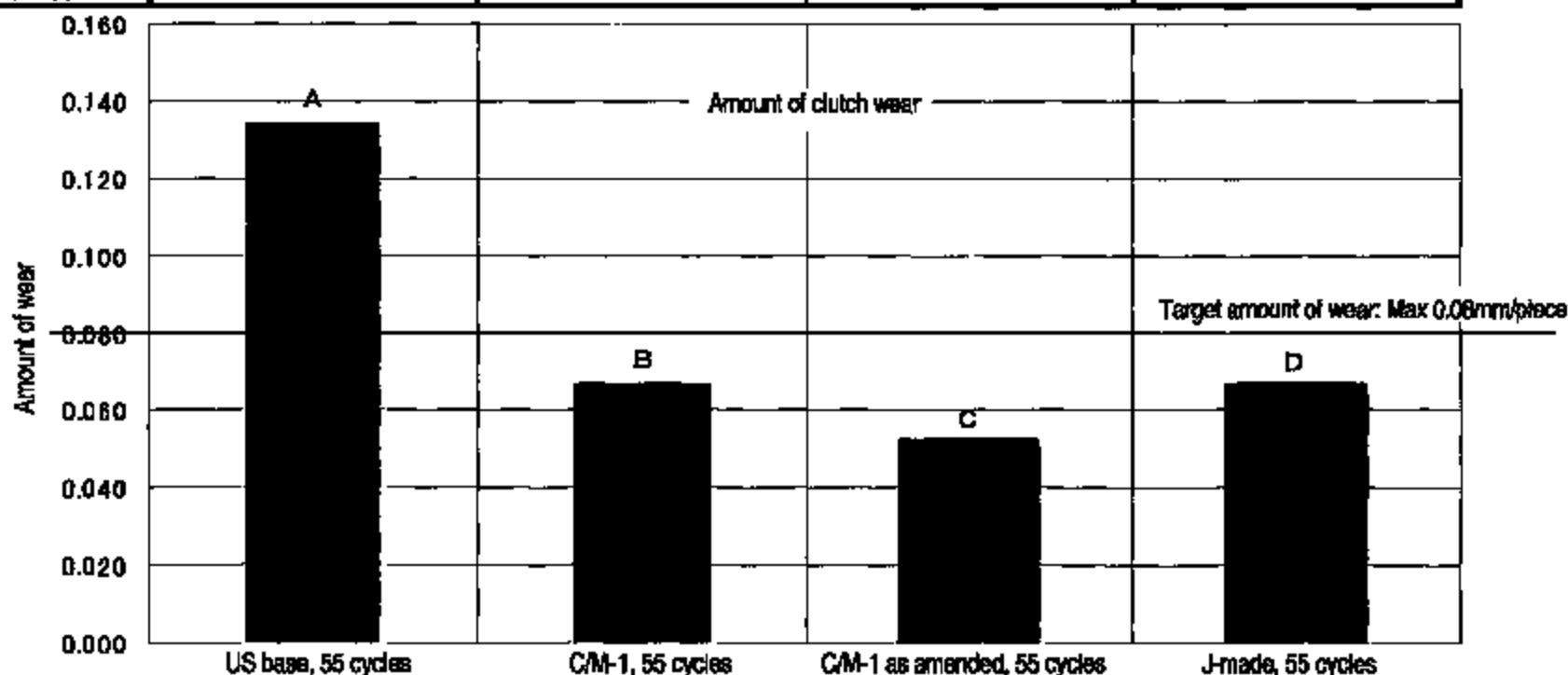
- The major factor is poor surface roughness of clutch plate.
- As the factors lying behind the concentration upon 3rd clutch, two wear acceleration modes were discovered.

Change in Amount of Disk Wear after Countermeasure

- Improvements were made in the clutch plate surface finishing (lapping) process and the effects were verified.

Results of actual transmission durability test

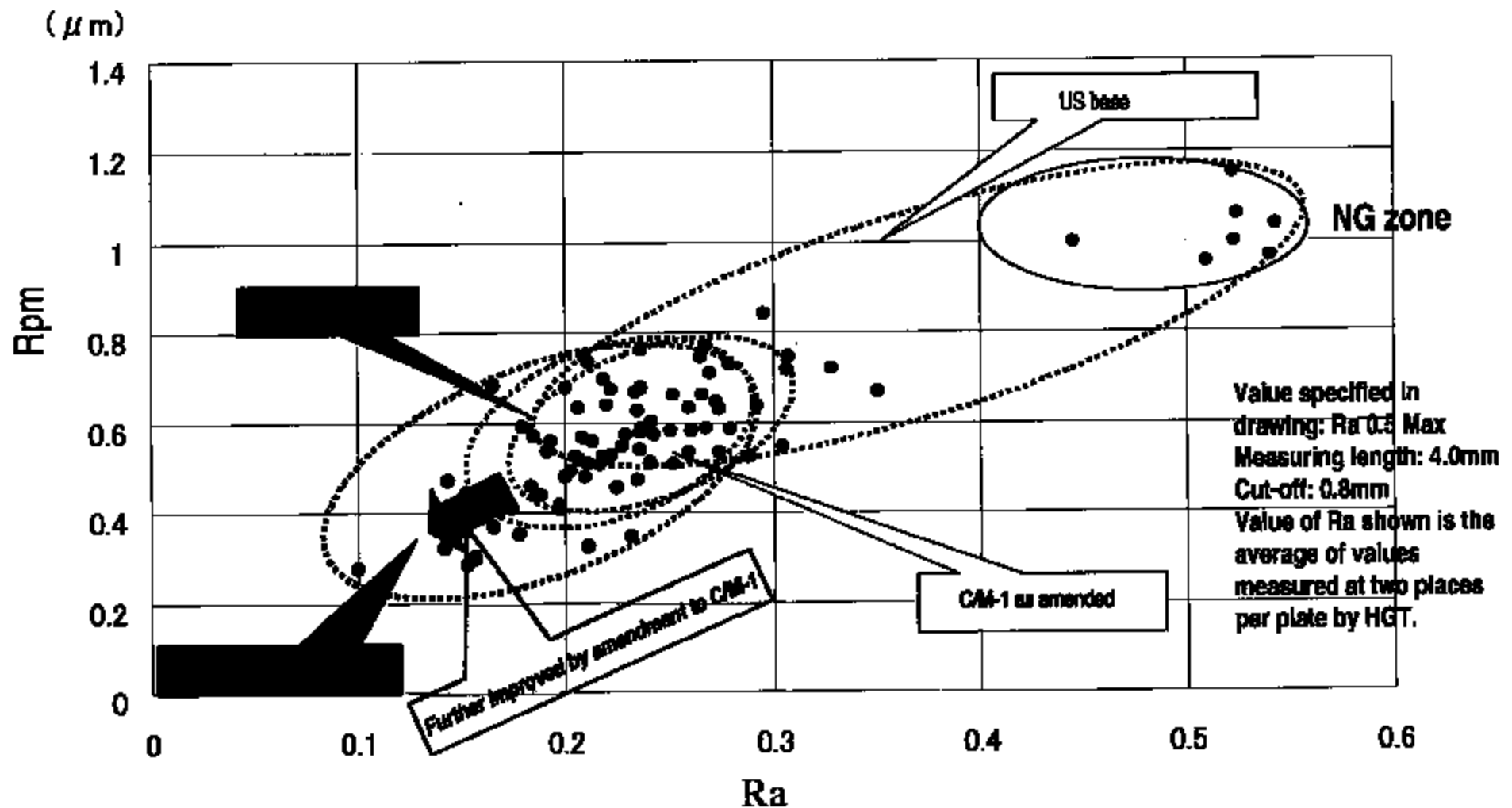
PLT	Manufacture	US make	C/M-1	C/M-1 as amended	Japanese make
	①	Sand #400	Sand #400	Sand #400	Cork #600
	②	Sand #400	Cork #400	Cork #600	Cork #600
	③	Cork #400	Used cork #400	Used cork #600	Used cork #600
Ra	Rounded side	0.216~0.401	0.180~0.215	0.217~0.270	0.160~0.300
	Burr side	0.318~0.546	0.234~0.280	0.214~0.290	0.148~0.199
Amount of wear (mm)/place		0.135	0.067	0.052	0.067



Value specified in drawing:
 Ra 0.5 Max
 Measuring length: 4.0mm
 Cut-off: 0.8mm
 Value of Ra shown is the
 average of values
 measured at two places
 per plate by HGT.

- Improvement in surface roughness reduced the amount of wear; after it was introduced as C/M-1, the amount of clutch wear was reduced to be comparable to that of Japanese-made clutch.

Surface Roughness Distribution According to Method of Manufacture of Clutch Plate

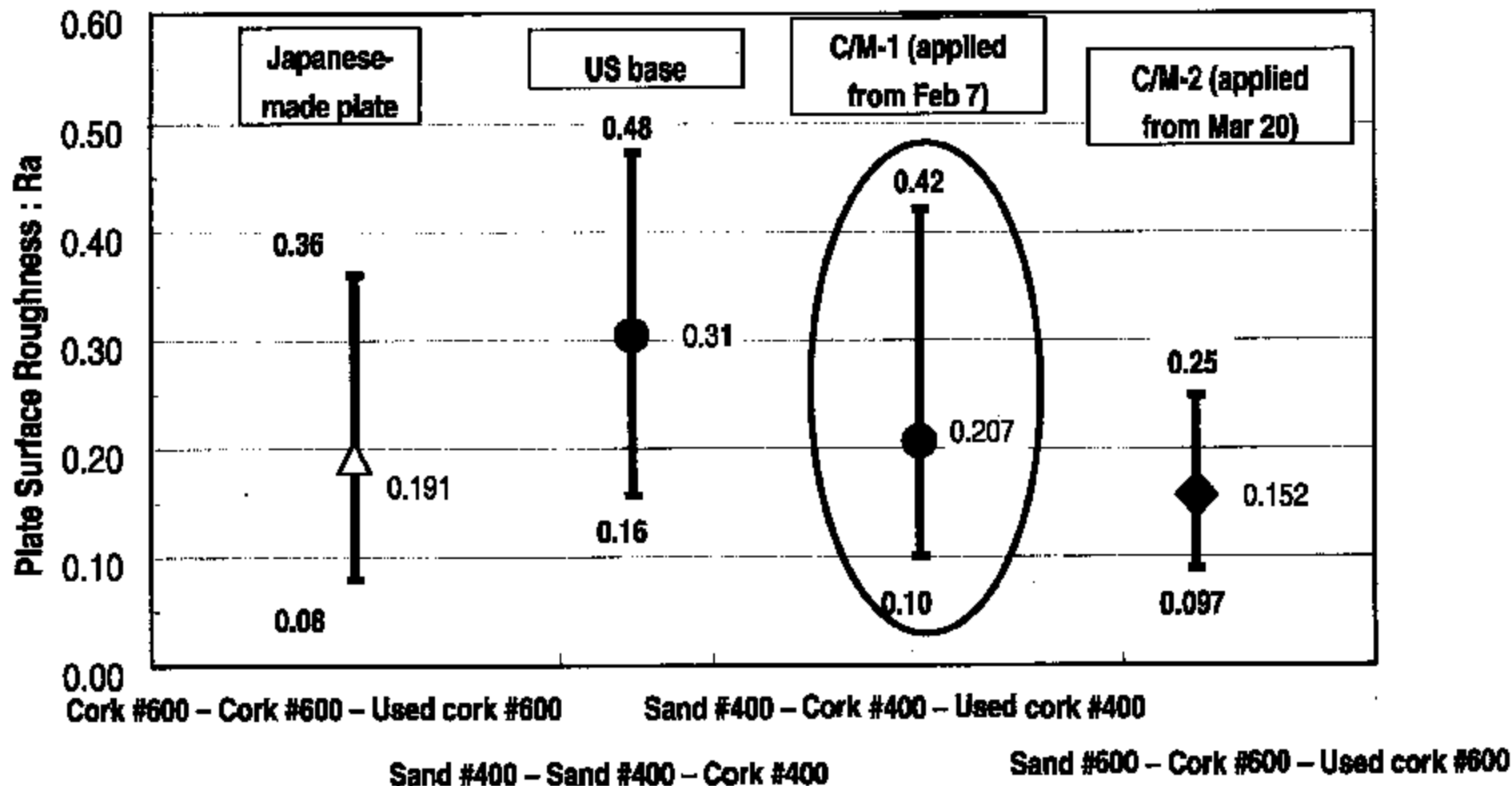


- The surface roughness (Ra) distribution of US base spreads so wide that it partially goes into the NG (out-of-standard) zone.

Trends in Surface Roughness of US-made Clutch Plates

● Trends after changes in lapping process in US

Value specified in drawing: Ra 0.5 Max
Ra measurements of FCC are shown



● Changes in lapping process were made as C/M-1 and C/M-2. The level of US-made plate rose to be comparable to the level of Japanese-made plate after C/M-1 and exceeded the level of Japanese-made plate after C/M-2.

Summary

1. The cause lies in the clutch plate surface roughness which took a turn for the worse

- Modes discovered as the factors lying behind the concentration upon 3rd clutch of CL/TL:
① Repeat mode ② High Q/A mode

2. Clutch plate surface roughness improvement

- ① C/M-1 (Sand #400 / Cork #400 / Used cork #400)

Applied from 7 Feb 2002 to all US models

- ② C/M-2 (Sand #600 / Cork #600 / Used cork #600)

Applied from 20 Mar 2002, beginning with V6-5AT

- Clutch plate surface roughness standard : $Ra\ 0.5 \rightarrow Ra\ 0.5 + Rp\ 0.85\ Max$

Drawing issued on 1 Apr 2002

3. Increase in toughness

- ECU data fixing
- Improved ECU application

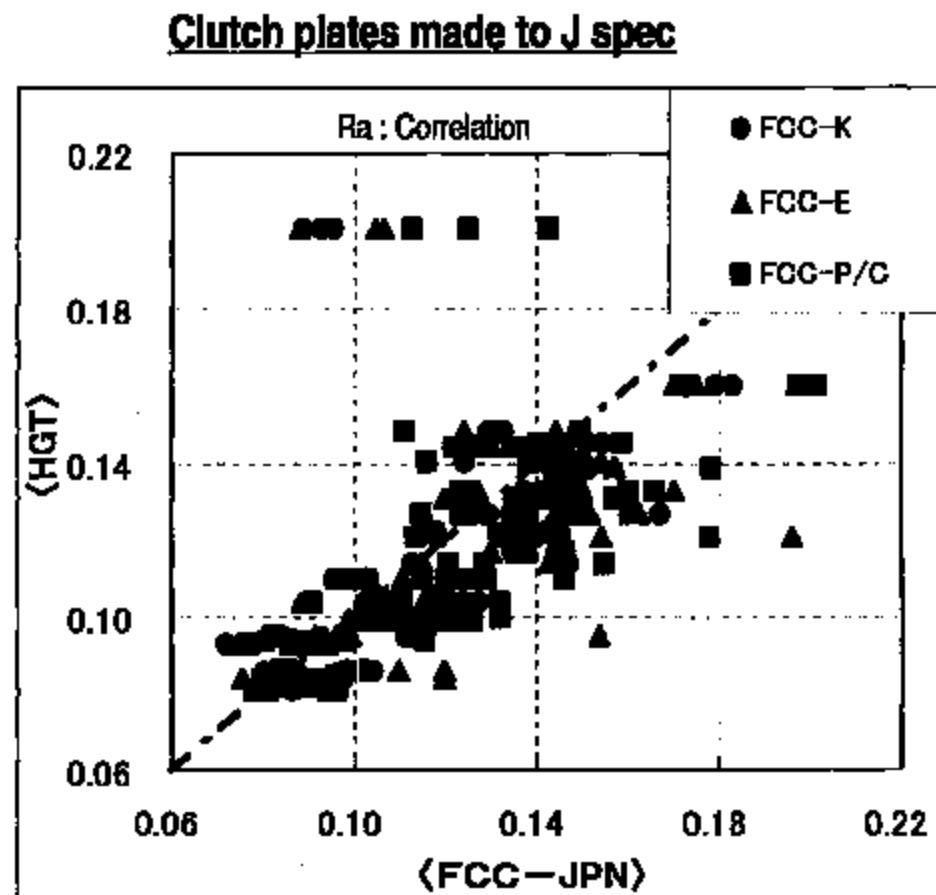
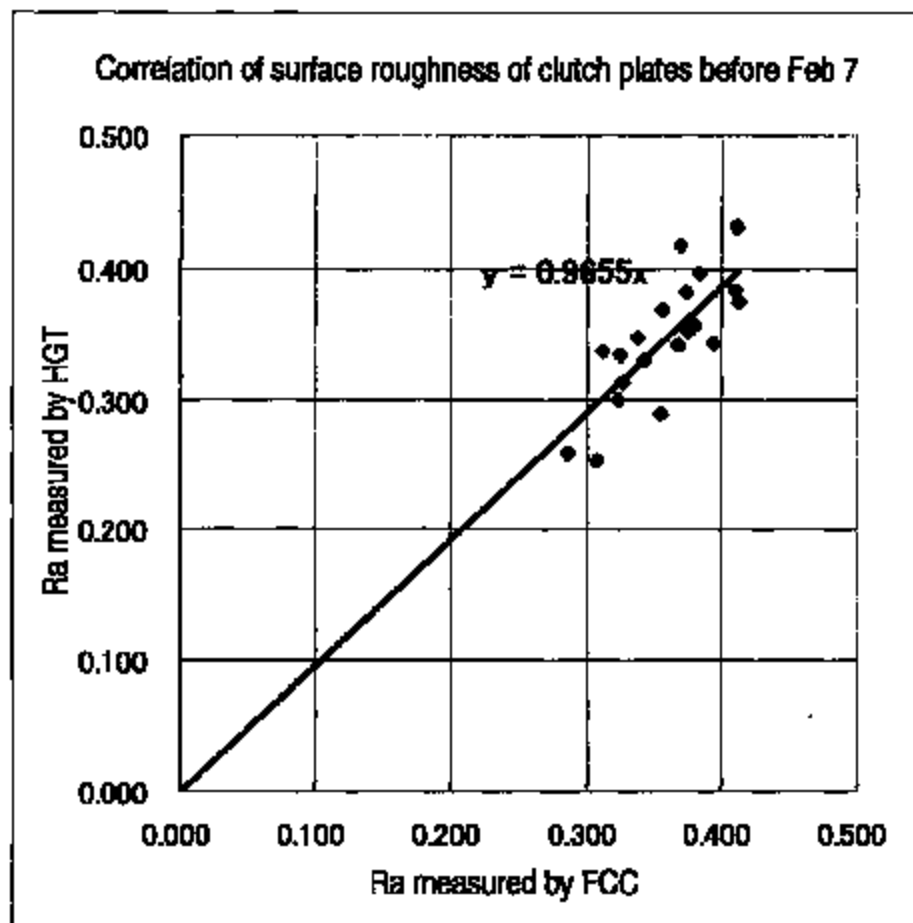
18 Mar 2002

Application to TL/CL on the line from the end of Apr 2002

【Future activity】

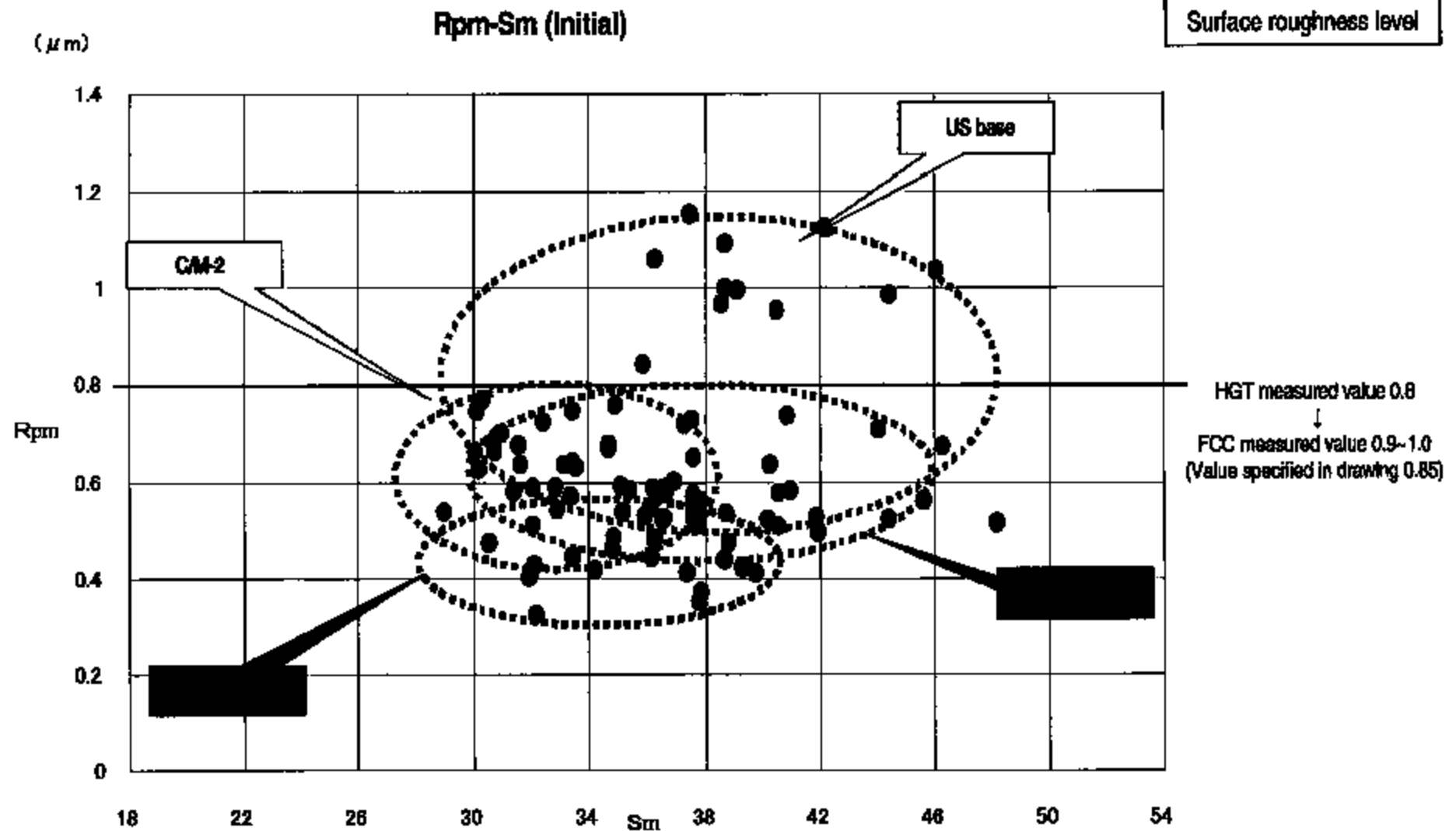
- HTM to have a firm grasp of surface roughness distribution in mass production to make an accurate forecast of occurrence.
By the beginning of Apr 2002

Clutch Plate Surface Roughness (Ra) Correlation (FCC vs. HGT)



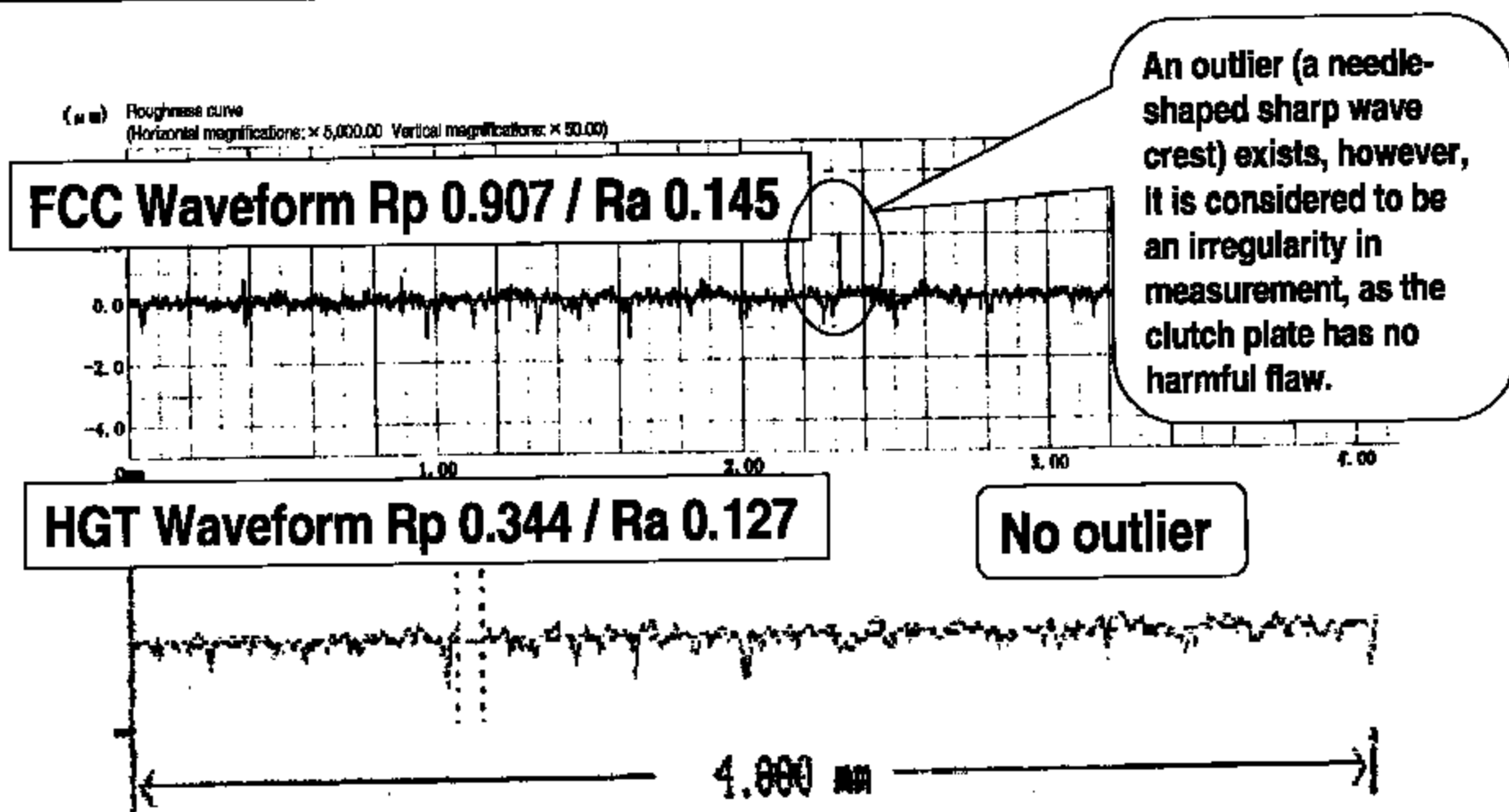
- There is a correlation between Ra measurements of FCC and Ra measurements of HGT.
- From the fact that the US-made clutch plates used for HP testing at HGT included a plate whose Ra was in excess of 0.5, it would appear that mass-produced clutch plates not meeting the standard might have been on the assembly line.

Surface Roughness Distribution According to Method of Manufacture of Clutch Plate



● Besides Ra, parameters having an influence on wear should be added.

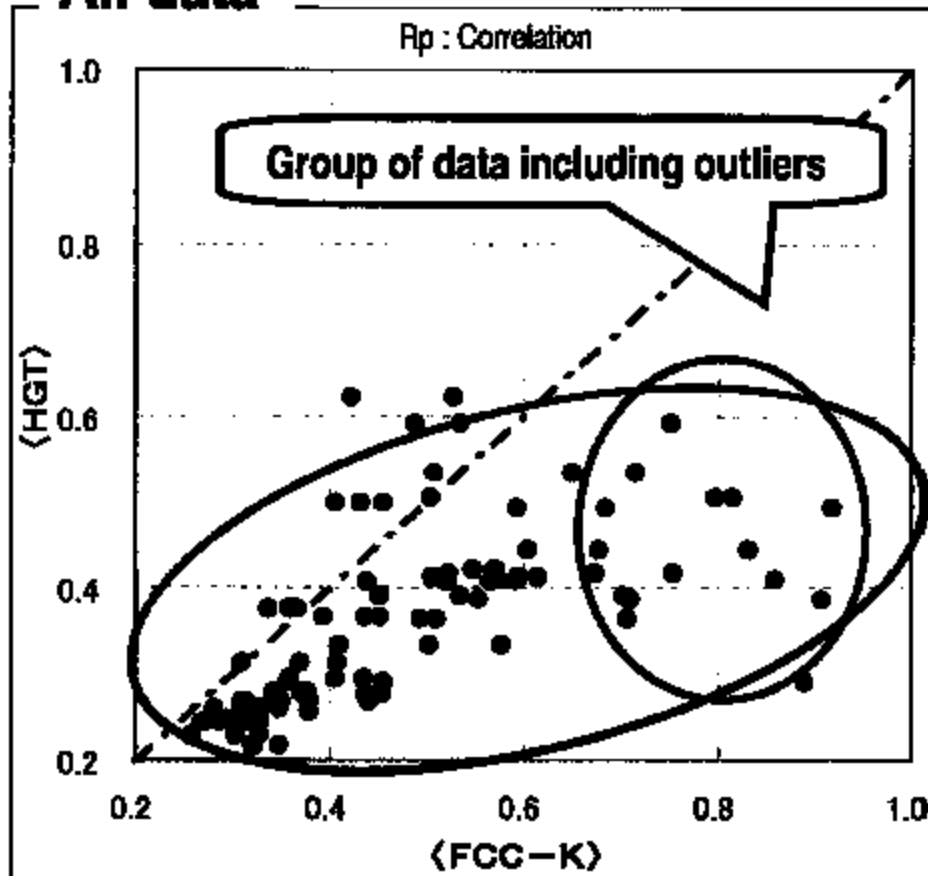
Clutch Plate Surface Roughness (Rpm) Correlation (FCC vs. HGT)



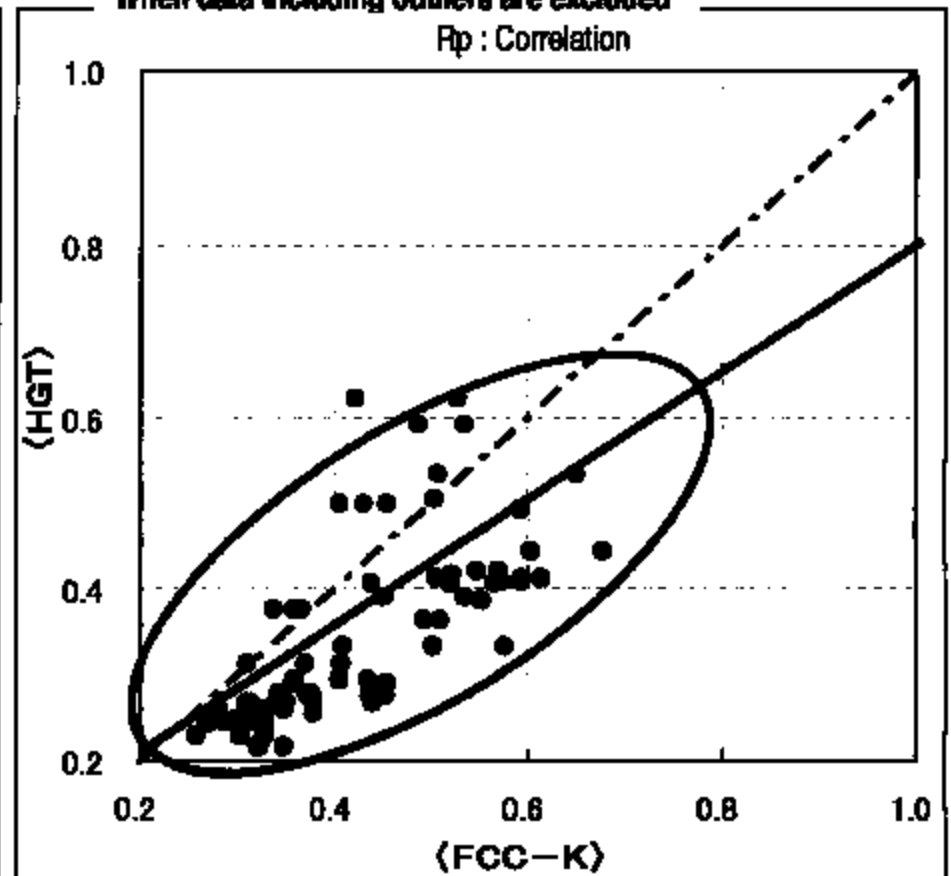
● As concerns Rpm, it is necessary to exclude any outliers from the measurement.

Clutch Plate Surface Roughness Correlation (FCC vs. HGT)

All data



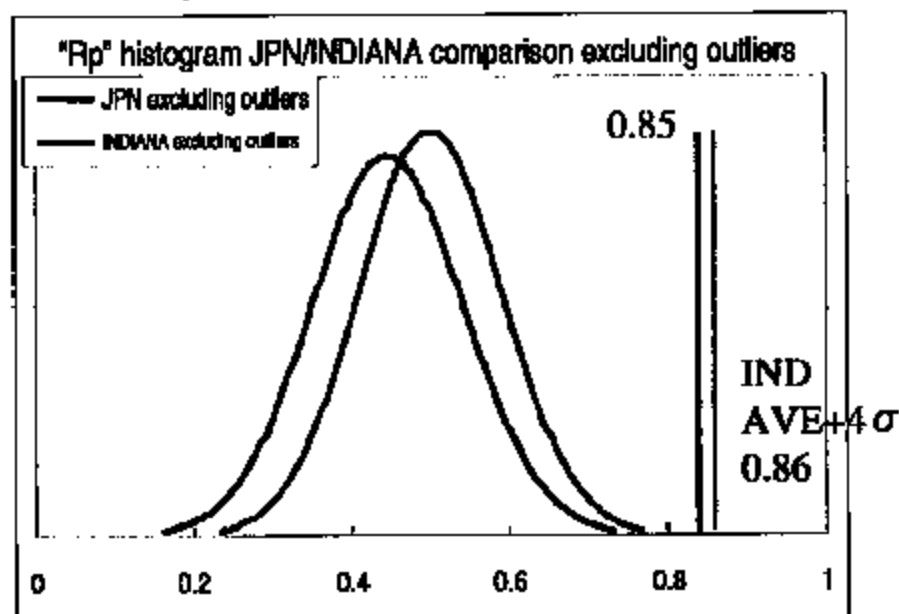
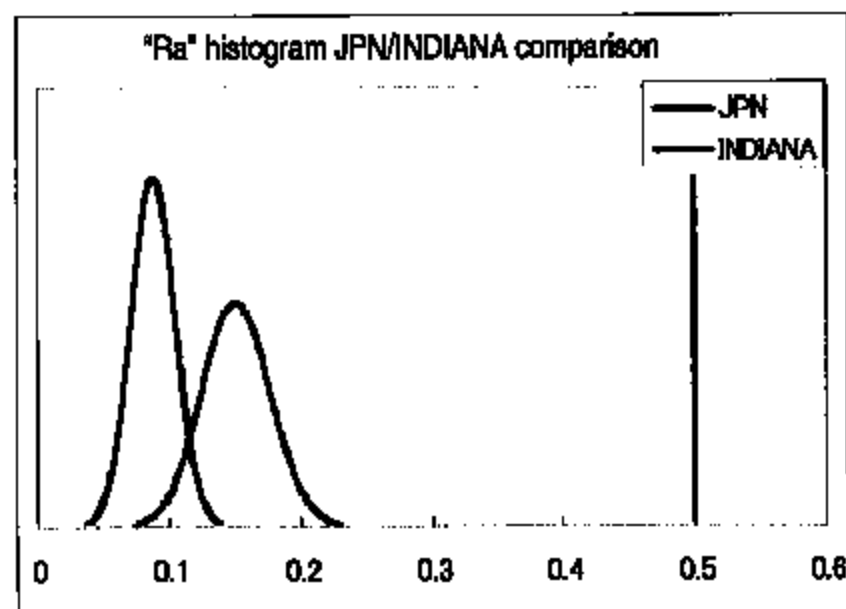
When data including outliers are excluded



- As concerns Rpm, there is a correlation between Rpm measurements of HGT and Rpm measurements of FCC if data including outliers are excluded.

Actual Surface Roughness Values in Mass Production as Compared with New Standard Values

Actual surface roughness values in mass production (1-lot sampling inspection data)



		Ra	Rp
JPN n=240 (30*8)	AVERAGE	0.088	0.446
	σ	0.017	0.096
	4σ	0.068	0.384
	AVE+4 σ	0.156	0.829
INDIANA n=100 (50*2)	AVERAGE	0.151	0.500
	σ	0.026	0.090
	4σ	0.104	0.36
	AVE+4 σ	0.255	0.860

Both clutch plates mass-produced in Japan and post-improvement clutch plates of FCC-Indiana make are well meeting the standard value of Ra 0.5 max.

In addition to the above, Rp 0.85 max is set up as a new standard value. However, clutch plates of FCC-Indiana make do not meet the standard value whereas clutch plates made in Japan do. Further improvement is required in this regard so as to be comparable in level to Japanese-made clutch plates.

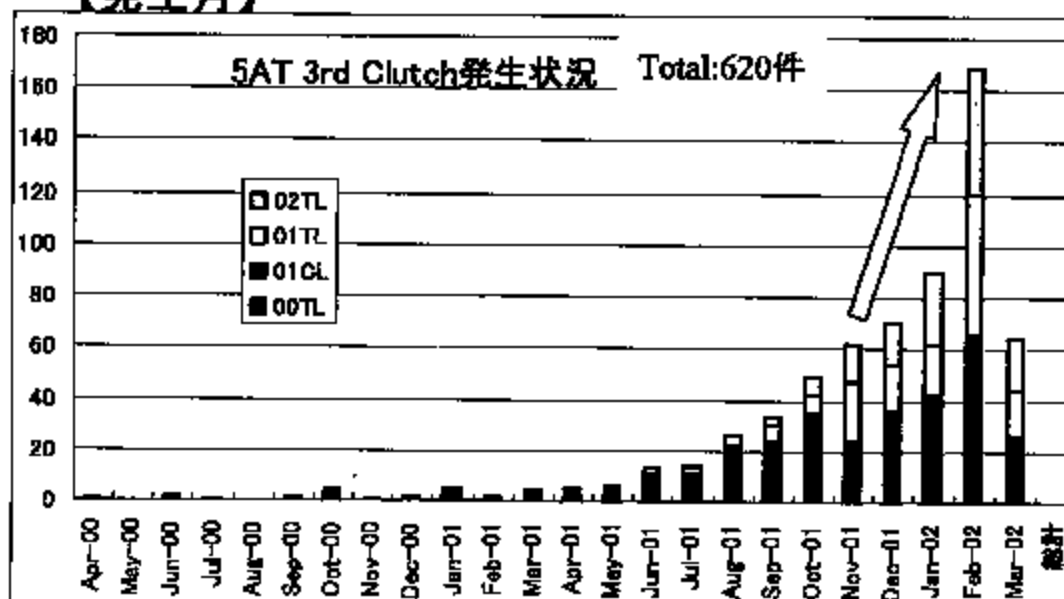
01 CL 変速不良(3rD焼け)

CL-S 3RDクラッチ焼け
MM報告

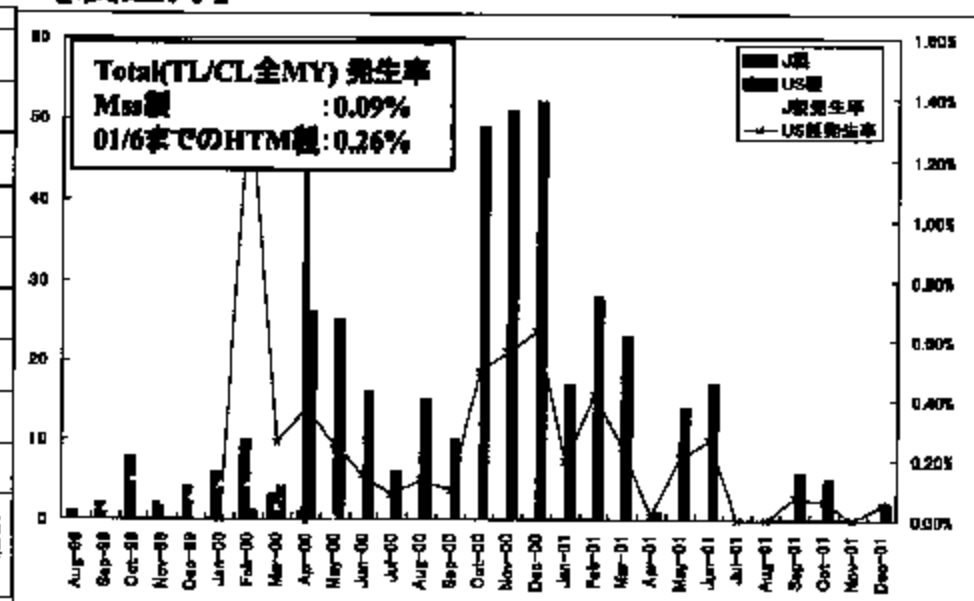
2002/ 4/ 5 HGT42D

発生状況

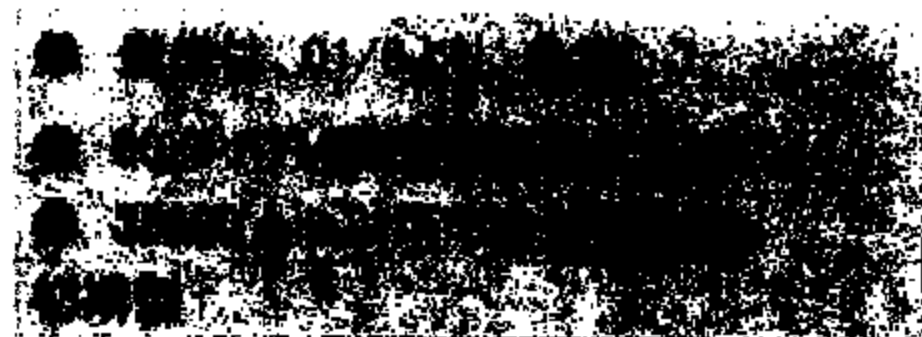
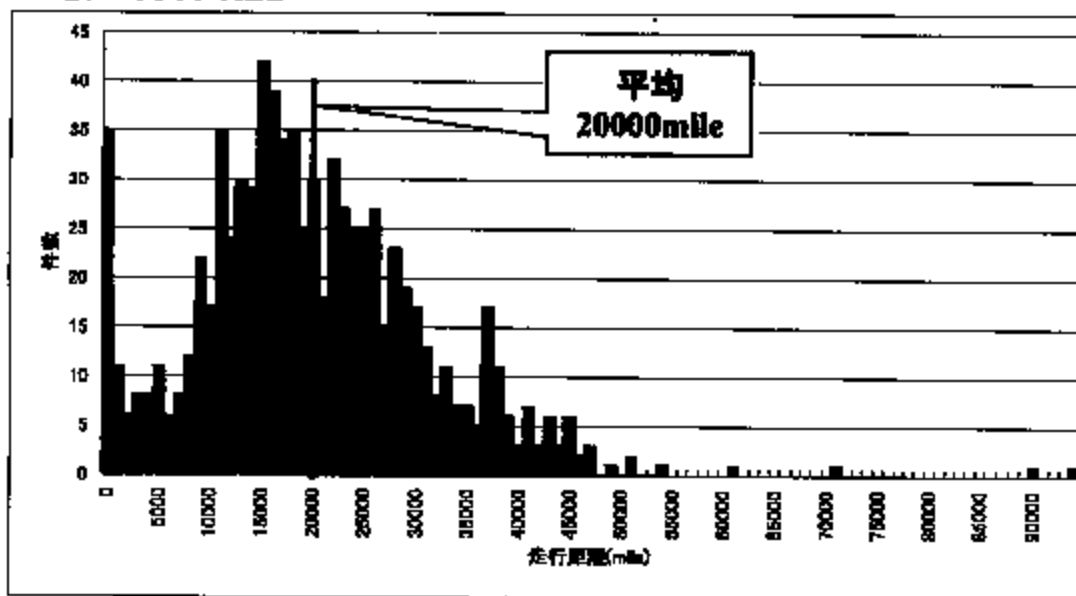
【発生月】



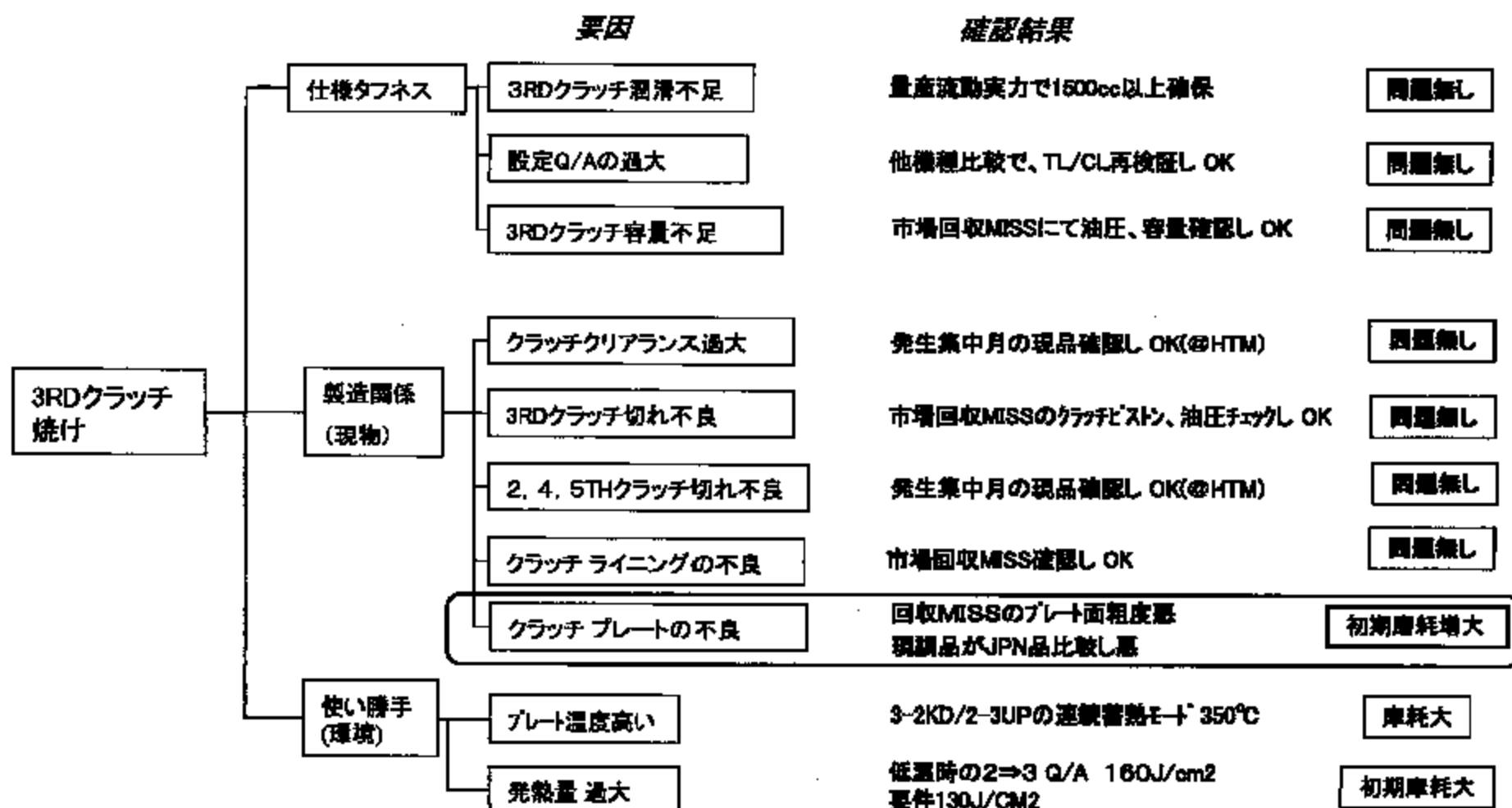
【製造月】



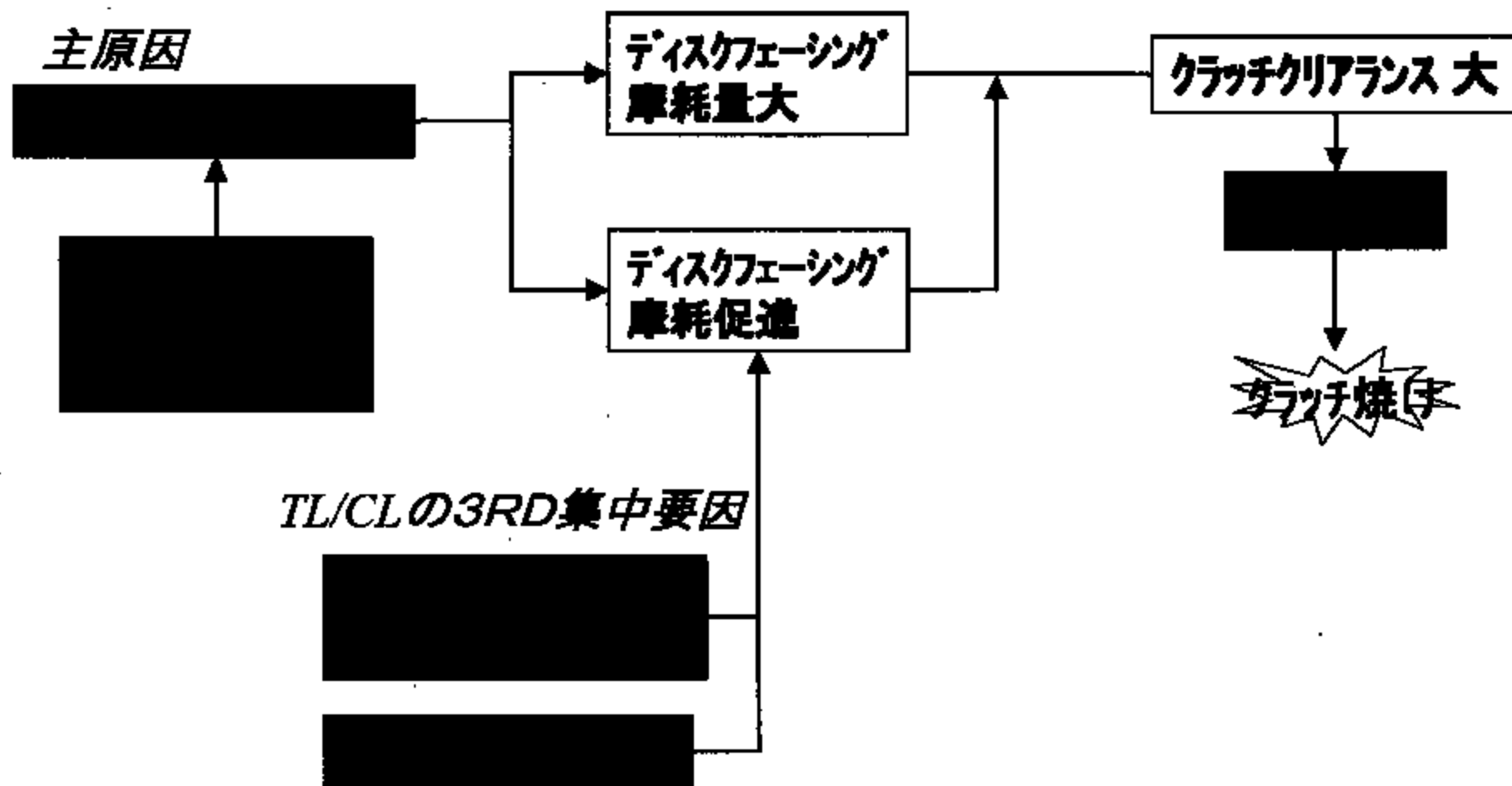
【走行距離】



3RDクラッチ焼けの要因分析と解析結果



解析結果まとめ



※ 本報告書は、ブレーキ・クラッチの故障・トラブルの発生原因を調査し、その原因を特定し、対策を講ずるための資料として作成されています。

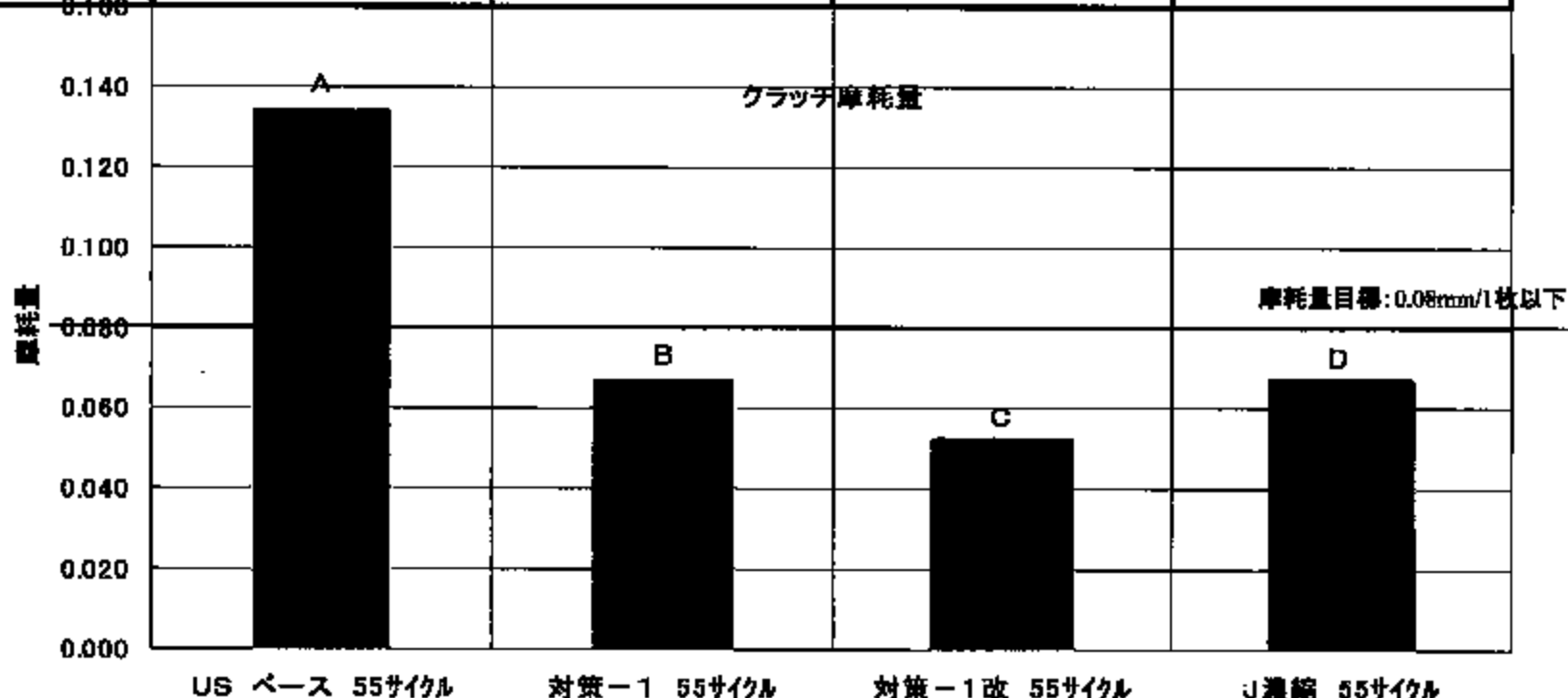
※ 本報告書の記載内容は、調査結果に基づいており、必ずしも正確なものであるとは限りません。

対策によるディスク摩耗量

● プレート面仕上げ工程の改良を行い効果を確認した

実機2ND濃縮耐久結果

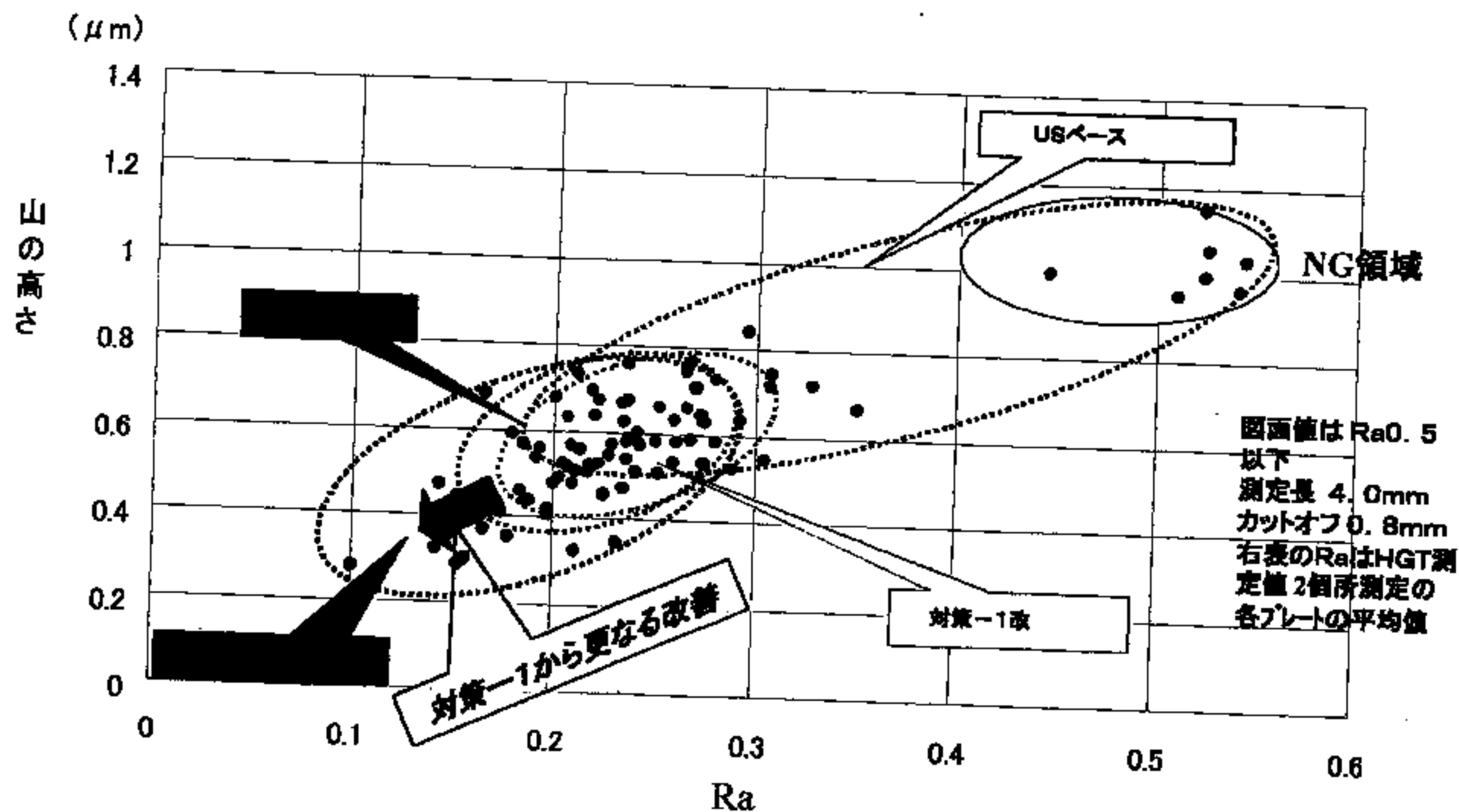
PLT	製造	US現調	対策-1	対策-1改	J製
	①	サント400#	サント400#	サント400#	コルク600#
	②	サント400#	コルク400#	コルク600#	コルク600#
	③	コルク400#	Usedコルク400#	Usedコルク600#	Usedコルク600#
Ra	ダレ面	0.216~0.401	0.180~0.215	0.217~0.270	0.160~0.300
	バリ面	0.318~0.546	0.234~0.280	0.214~0.290	0.148~0.199
摩耗量(mm)/1枚		0.135	0.067	0.052	0.067



図面値は Ra0.5
以下
測定長 4.0mm
カットオフ 0.8mm
右表のRaはHGT測
定値 2箇所測定の
各プレートの平均値

● 面粗度の改善で摩耗量は少なくなり、対策-1で、2倍の摩耗量は、目標と同等の値

プレート製の各製法による面粗度の分布

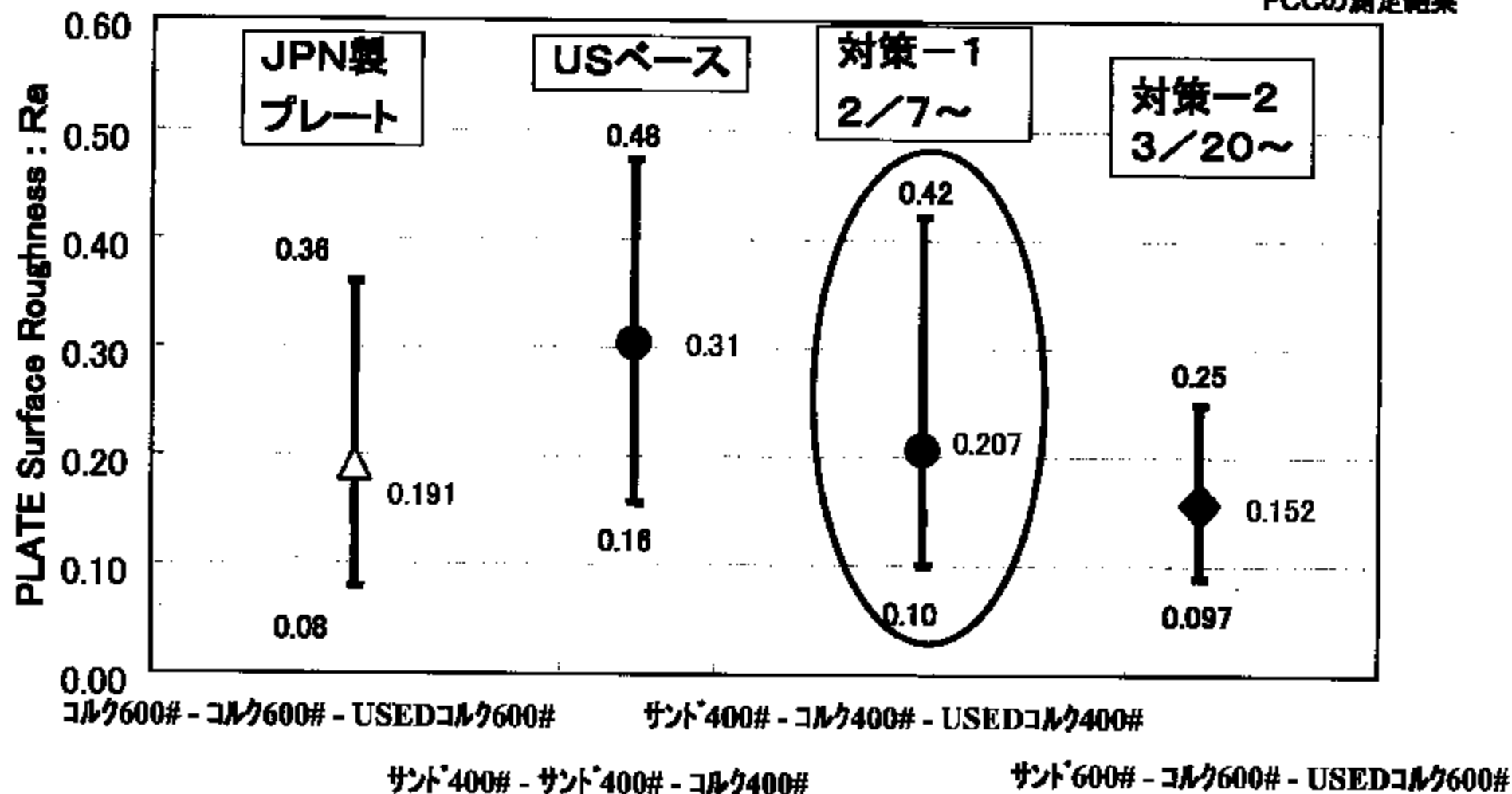


● USのベースの面粗度値は、HGT測定値の平均値

US現調のプレート面粗度のトレンド

● USでのラッピング工程変更時のトレンド

図面値は Ra0.5
以下
FCCの測定結果



● 対策-1の実施により、粗度値が0.207以下に抑えられていることが確認された。

まとめ

1. 原因は、プレート面の粗度の悪化

- ・ CL/TL, 3RDに集中する要因の ① 繰り返しモード② 高Q/Aモード

2. プレート面の粗度改善

①対策-1 (サント400#/コルク400#/USEDコルク400#) 02/2/7~US全適

②対策-2 (サント600#/コルク600#/USEDコルク600#) 02/3/20~V6-5ATから

- ・ プレート面の粗度規格 Ra 0.5 → Ra 0.5 + 山高さ 0.85MAX

~02/4/1 出図

3. タフネスUP

- ・ ECUデータFIX

02/3/18

- ・ 対策ECU適用

02/4/末~ライン適用 TL/CL

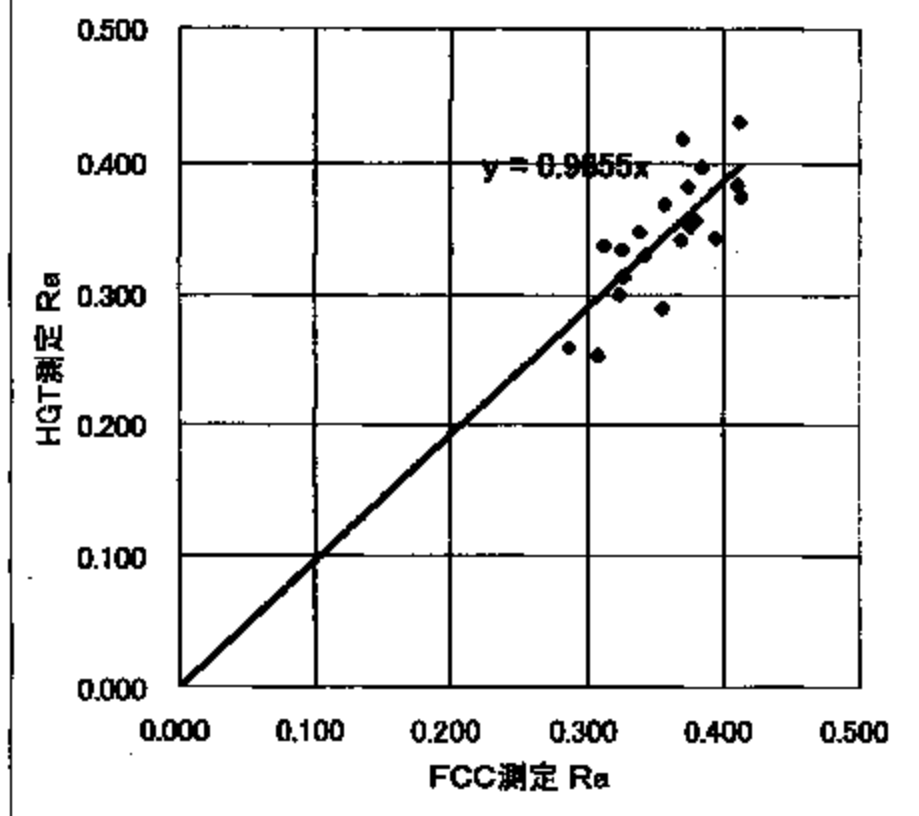
【今後の展開】

- ・ 面粗度の量産分布を推定し、発生予測を明確にする。HTM

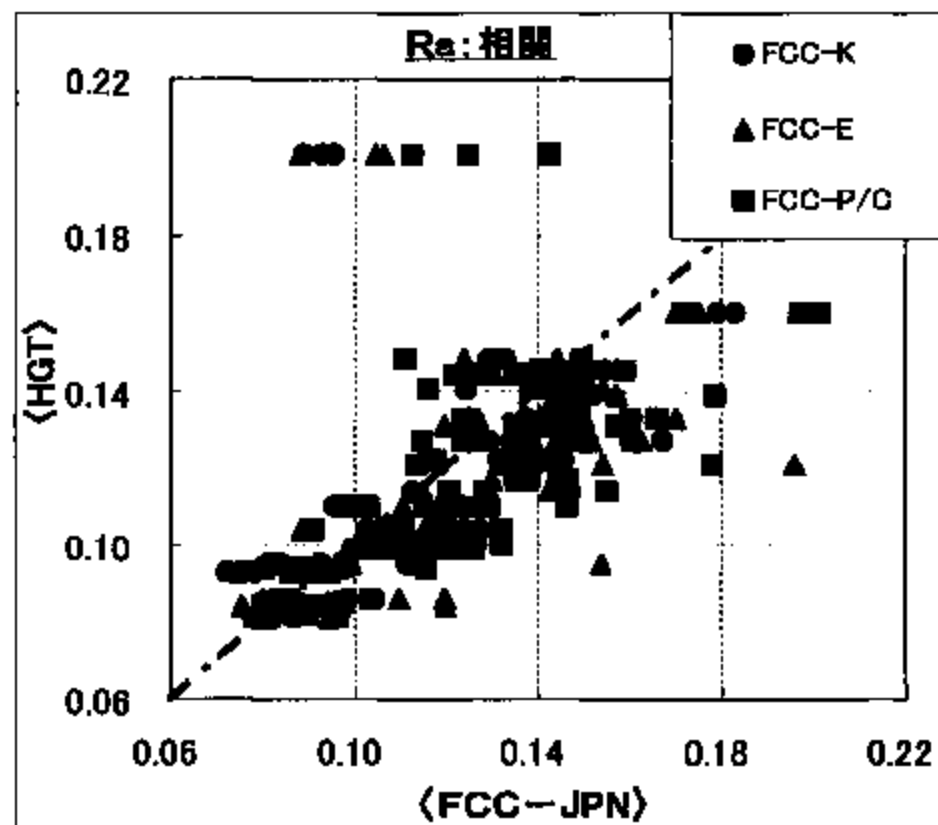
~02/4/初

プレート面粗度(Ra)コリレーション(FCC vs HGT)

2月7日以前のプレートの面粗のコリレーション結果

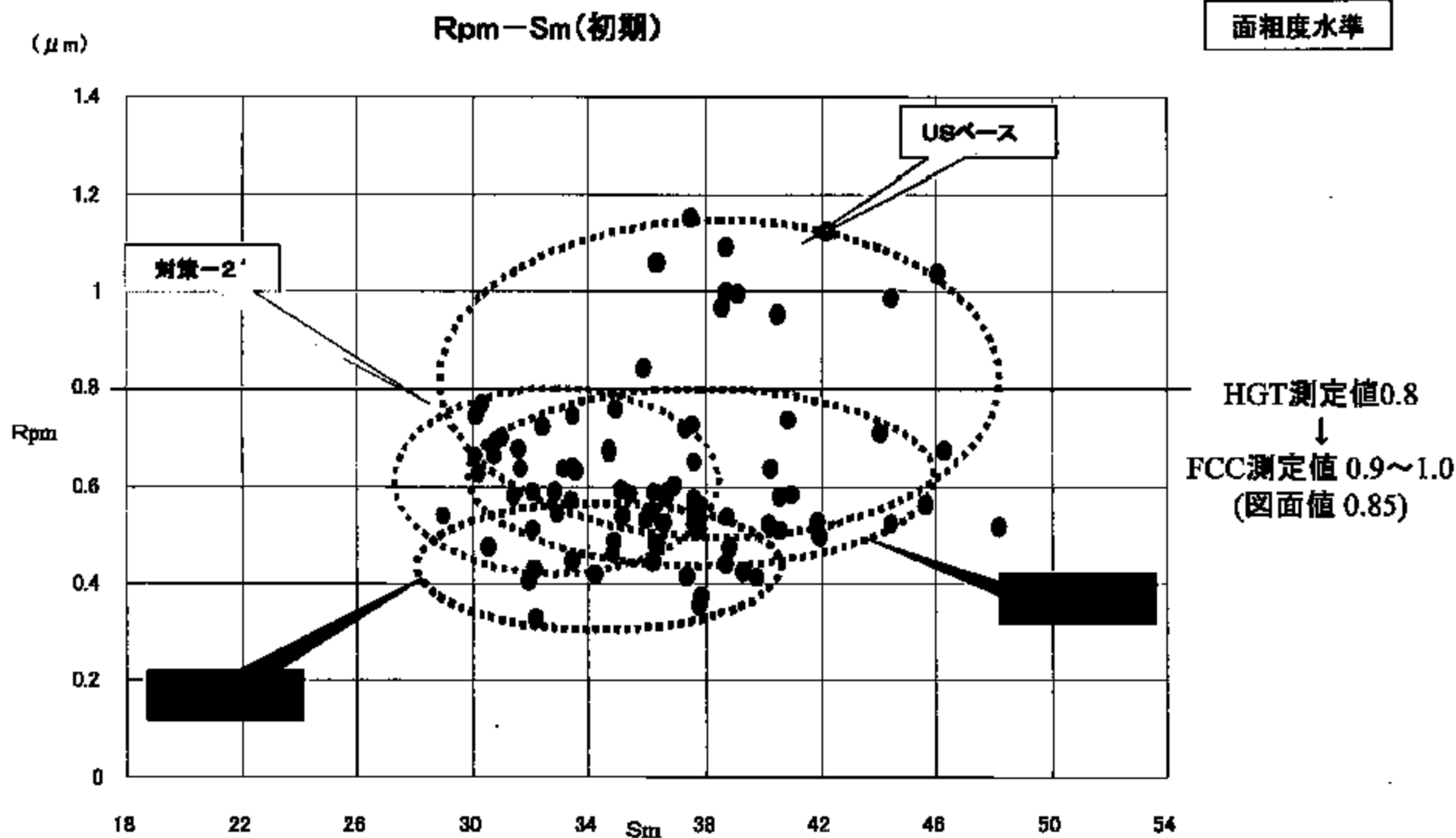


J仕様のプレートでの結果



※ 2019年2月7日以前のプレートの面粗のコリレーション結果は、概ね良好であった。
 ※ 2019年2月7日以後のプレートの面粗のコリレーション結果は、概ね良好であった。
 ※ 2019年2月7日以後のプレートの面粗のコリレーション結果は、概ね良好であった。

プレートの各製法による面粗度の分布

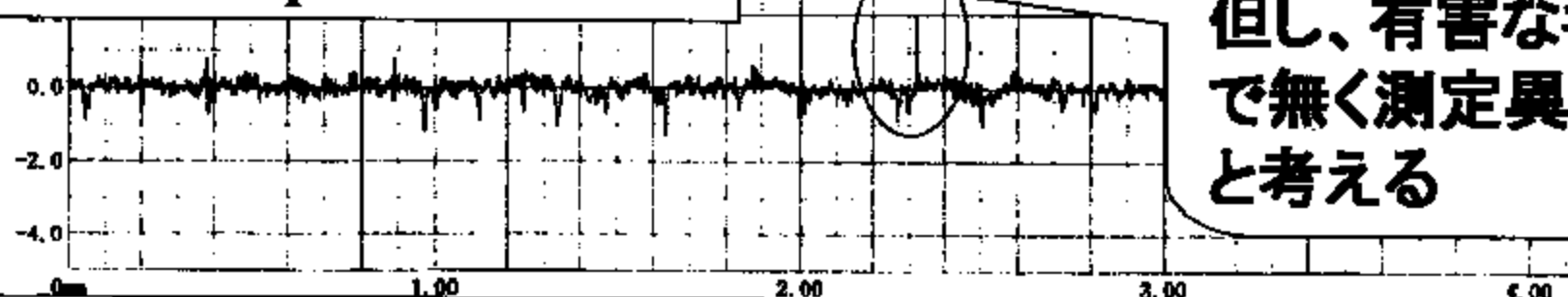


● S_m以外に、R_{pm}も考慮する必要がある

プレート面粗度(Rpm)コリレーション(FCC vs HGT)

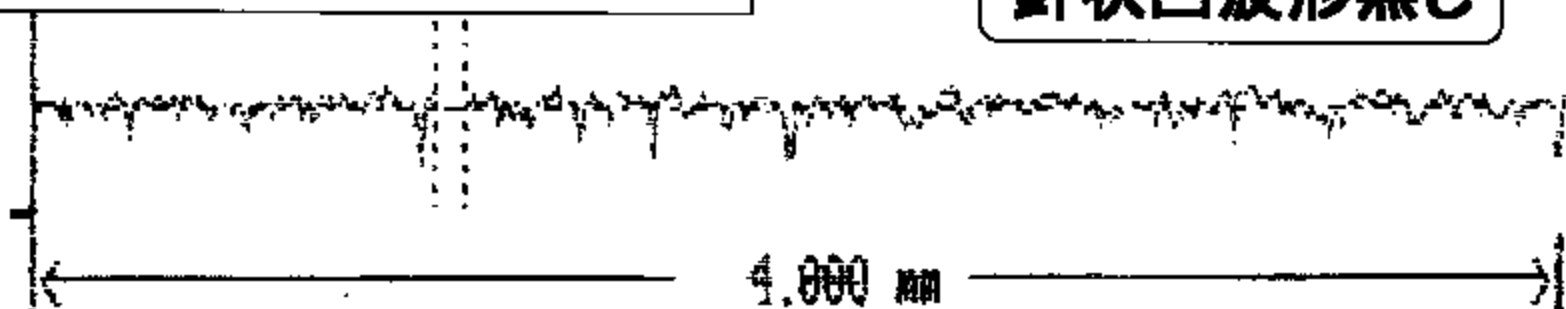
(μm) 粗さ曲線
(縦倍率: $\times 5,000.00$ 横倍率: $\times 50.00$)

FCC波形 Rp0.907/Ra0.145



HGT波形 Rp0.344/Ra0.127

針状凸波形無し

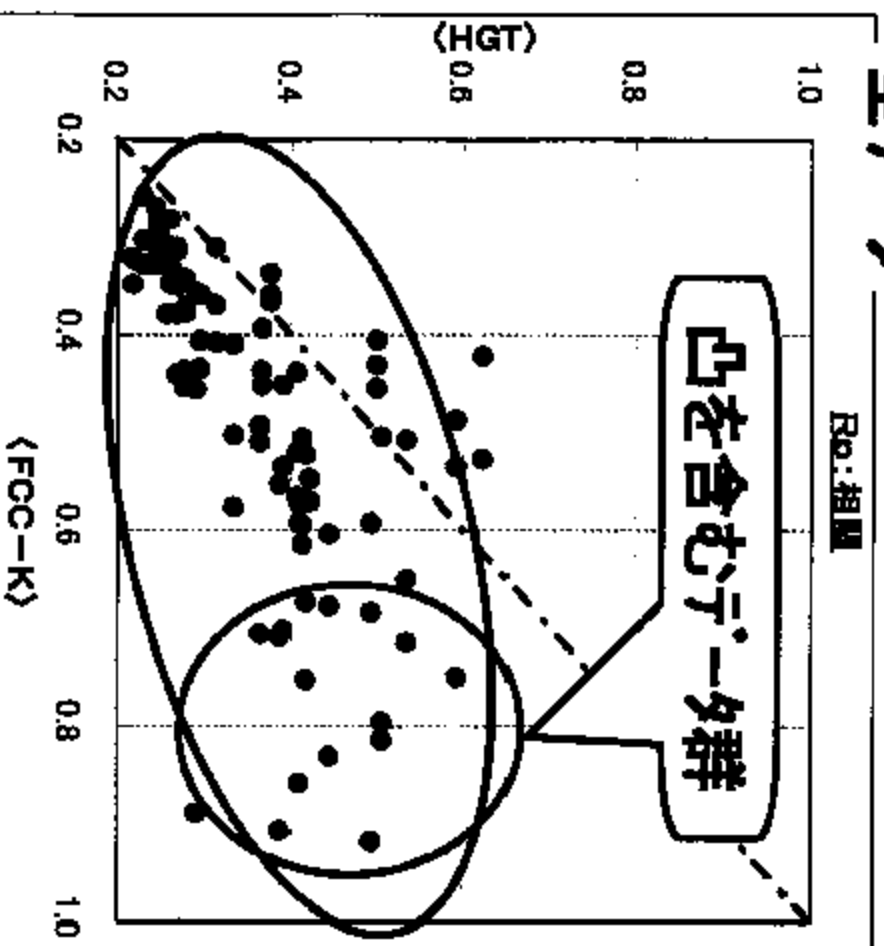


● Rp値に関しては、針状凸波形の有無で異なる結果が得られる

プレート面粗度コリレーション(FCC vs HGT)

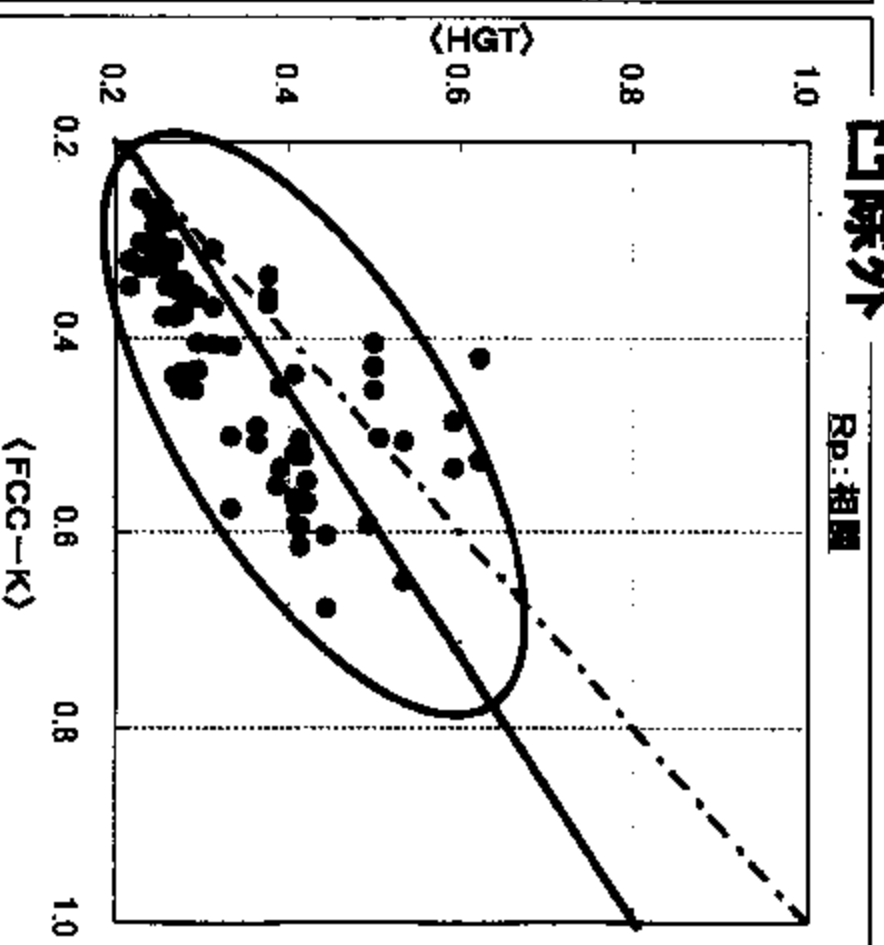
全データ

R_o: 相関



凸除外

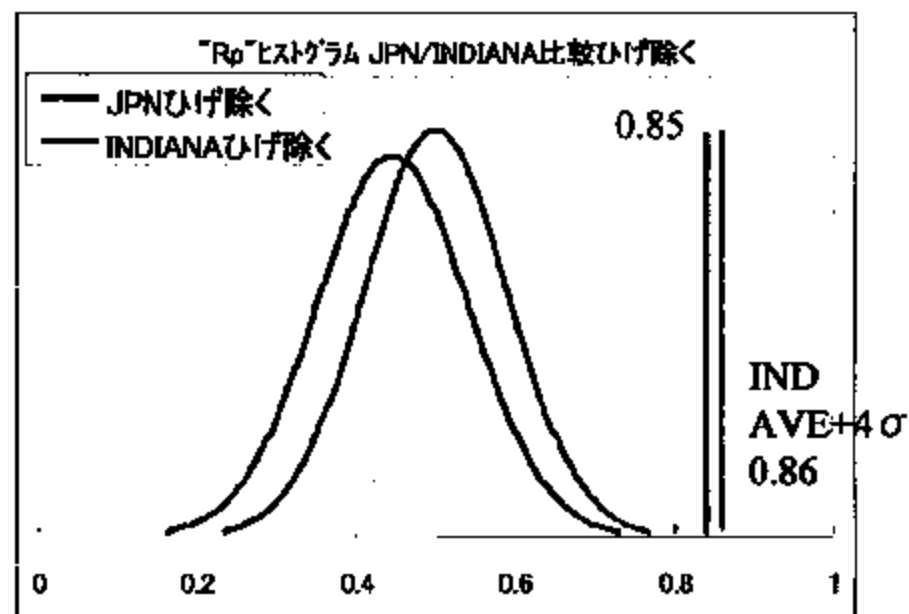
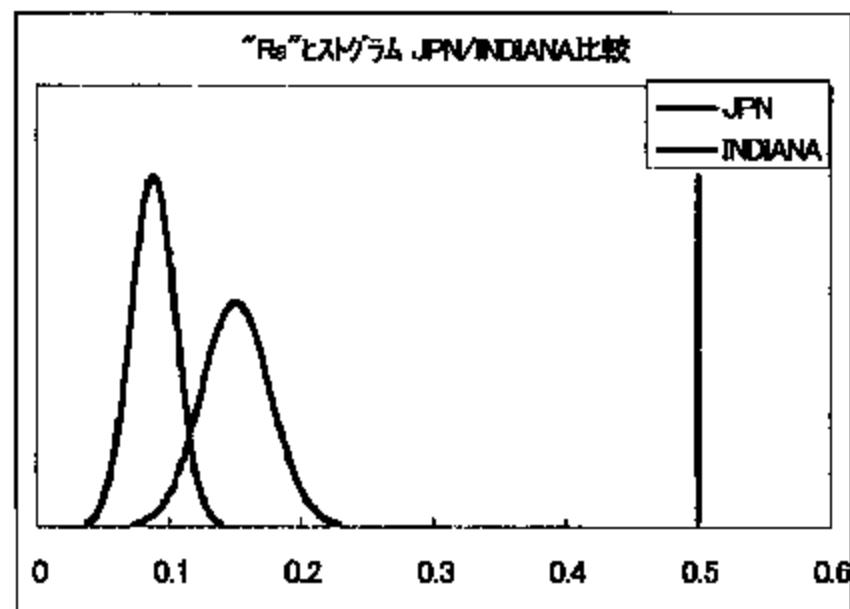
R_p: 相関



● R_o = 0.8, R_p = 0.9

新規格値に対する量産実力

量産実力(1LOT抜取データ)



		Ra	Rp
JPN n=240 (30*8)	AVERAGE	0.088	0.446
	σ	0.017	0.096
	4 σ	0.068	0.384
	AVE+4 σ	0.156	0.829
INDIANA n=100 (50*2)	AVERAGE	0.151	0.500
	σ	0.026	0.090
	4 σ	0.104	0.36
	AVE+4 σ	0.255	0.860



01M CL Transmission Failure (3rd Clutch Burned)

MM Report on CL-S 3rd Clutch Burning

April 11, 2002 HGT 42D

Contents of Report

- 1. Recurrence Prevention (Revision of "A" Requirements)**
- 2. Concrete Control Technique Employed by FCC-Indiana to Ensure $R_p < 0.85$**
- 3. Three-dimensional Evaluation of Surface Roughness**

1. Recurrence Prevention

① Repeated up & down shifts (90km/h 3-2 KD & WOT 2-3 UP)

- Change was made in hydraulic characteristics on 2-3 upshift and RTD was increased by -2 degrees, which proved effective in keeping the plate temperature (heat built up in the plate) at not more than the target temperature of 300°C max.

	3-2KD Q/A	2-3UP Q/A(MAX)	Plate temperature (°C) after repeated up & down shifts
CL-S	33J/cm ²	110J/cm ²	350
MD	37J/cm ²	78J/cm ²	270
CL-S after countermeasure	28→33J/cm ²	97J/cm ²	296

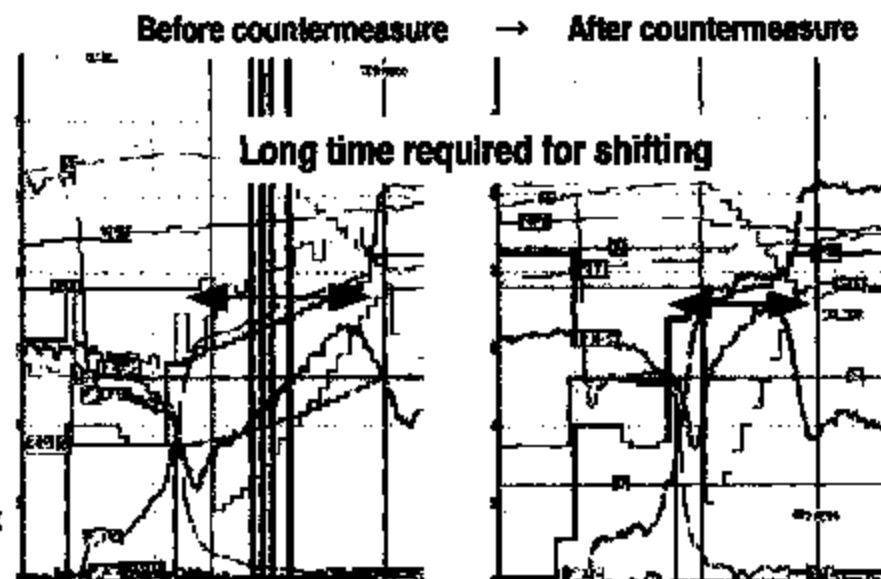
Target : 300°C max

② High Q/A at low temperature (WOT 2-3 UP)

- Compensated hydraulic pressure at low ATF temperature was reviewed and change was made in hydraulic characteristics on 2-3 upshift, which proved effective in decreasing the Q/A below the target Q/A of 130J/cm² max.

	Q/A(J/cm ²)
CO-S	169
MDX	69
FO	91
CO-S after countermeasure	91

Target : 130J/cm² max



- Viewed from the aspect of recurrence prevention, the kickdown shift/upshift repeat mode and the low temperature mode should be reflected in the "A" requirements.

1. Recurrence Prevention

Revision of "A" Requirements (The following will be added when requirements are revised in May)

- ① Plate temperature after repeated up & down shifts (300°C max)
- ② Measurement of Q/A at low temperature, without RTD (130J/cm² max on upshifts, 85J/cm² max on kickdown shifts)



Model		Requirement No 37-2	Hydraulic unit [AT function and performance]
-------	--	---------------------	--

No.	Requirement "A"	Check timing
3-5-2	3. AT function and performance 5. Clutch capacity and Q/A 2. Clutch Q/A and plate temperature	

No.	Test methods						
1	Check on actual vehicle : Measure driveshaft torque and hydraulic pressure waveform when shifted in each mode to obtain Q/A. Plate temperature rise : Calculate plate temperature on the basis of Q/A obtained as above. (Δ Temp) [Simulation software : Plate temperature calculation program]						
2	<table border="1"> <thead> <tr> <th>Test item</th><th>Content</th></tr> </thead> <tbody> <tr> <td>1) AUTO</td><td>① Full-throttle upshift ② 0→WOT downshift at marginal speed (To be measured until full-throttle upshift to a higher gear occurs)</td></tr> <tr> <td>2) MANUAL</td><td>① Full-throttle upshift at marginal speed ② Closed-throttle downshift at marginal speed</td></tr> </tbody> </table>	Test item	Content	1) AUTO	① Full-throttle upshift ② 0→WOT downshift at marginal speed (To be measured until full-throttle upshift to a higher gear occurs)	2) MANUAL	① Full-throttle upshift at marginal speed ② Closed-throttle downshift at marginal speed
Test item	Content						
1) AUTO	① Full-throttle upshift ② 0→WOT downshift at marginal speed (To be measured until full-throttle upshift to a higher gear occurs)						
2) MANUAL	① Full-throttle upshift at marginal speed ② Closed-throttle downshift at marginal speed						
3	<p>1) Tachometer reading of engine speed</p> <p>2) Transient characteristics of clutch hydraulic pressure</p> <p>3) Clutch input torque (driveshaft torque)</p>						
4	<p>Test conditions</p> <p>1) ATF drain temperature : 85°C</p> <p>AUTO SHIFT : Q/A at ATF drain temperature of 30°C max, without RTD shall be measured, too.</p> <p>2) Throttle wire : Normal</p>						

Low temperature, high Q/A





* Details shall be as shown in [Manual No. 3-5-2].

No.	Judgment criteria																																										
1	<p>Q/A (J/cm²) and plate temperature (deg) of each clutch shall meet the target values specified in AoS 7-2-1-4-1.</p> <p>1) Clutch Q/A</p> <table border="1"> <tr> <th colspan="2" rowspan="2">Item to be judged</th> <th colspan="2">2t/2.2t MIN (Clutch plate)</th> </tr> <tr> <th>Upper limit (J/cm²)</th> <th>Target value (J/cm²)</th> </tr> <tr> <td>1)</td> <td>AUTO UPSHIFT</td> <td>130 / 140 MAX</td> <td></td> </tr> <tr> <td>2)</td> <td>AUTO DOWNSHIFT</td> <td>85 / MAX</td> <td></td> </tr> <tr> <td>3)</td> <td>MANUAL UPSHIFT</td> <td>160 / MAX</td> <td></td> </tr> <tr> <td>4)</td> <td>MANUAL DOWNSHIFT</td> <td>160 / MAX</td> <td></td> </tr> </table> <p>2) Plate temperature rise (Δ Temp)</p> <table border="1"> <tr> <th colspan="2">Item to be judged</th> <th>Upper limit (deg)</th> <th>Target value (deg)</th> </tr> <tr> <td>1)</td> <td>AUTO UPSHIFT</td> <td>130 MAX</td> <td></td> </tr> <tr> <td>2)</td> <td>AUTO DOWNSHIFT</td> <td>130 MAX</td> <td></td> </tr> <tr> <td>3)</td> <td>MANUAL UPSHIFT</td> <td>130 MAX</td> <td></td> </tr> <tr> <td>4)</td> <td>MANUAL DOWNSHIFT</td> <td>130 MAX</td> <td></td> </tr> </table>	Item to be judged		2t/2.2t MIN (Clutch plate)		Upper limit (J/cm ²)	Target value (J/cm ²)	1)	AUTO UPSHIFT	130 / 140 MAX		2)	AUTO DOWNSHIFT	85 / MAX		3)	MANUAL UPSHIFT	160 / MAX		4)	MANUAL DOWNSHIFT	160 / MAX		Item to be judged		Upper limit (deg)	Target value (deg)	1)	AUTO UPSHIFT	130 MAX		2)	AUTO DOWNSHIFT	130 MAX		3)	MANUAL UPSHIFT	130 MAX		4)	MANUAL DOWNSHIFT	130 MAX	
Item to be judged				2t/2.2t MIN (Clutch plate)																																							
		Upper limit (J/cm ²)	Target value (J/cm ²)																																								
1)	AUTO UPSHIFT	130 / 140 MAX																																									
2)	AUTO DOWNSHIFT	85 / MAX																																									
3)	MANUAL UPSHIFT	160 / MAX																																									
4)	MANUAL DOWNSHIFT	160 / MAX																																									
Item to be judged		Upper limit (deg)	Target value (deg)																																								
1)	AUTO UPSHIFT	130 MAX																																									
2)	AUTO DOWNSHIFT	130 MAX																																									
3)	MANUAL UPSHIFT	130 MAX																																									
4)	MANUAL DOWNSHIFT	130 MAX																																									
2	<p>After 0→WOT downshift at marginal speed, there shall be no sensation of excessive heat due to abnormal clutch drag until full-throttle upshift to a higher gear occurs.</p>																																										
3	<p>Even after repeated up & down shifts, the clutch plate temperature shall not exceed 300°C.</p>																																										
	<p>Should clutch drag be found, final judgment shall be in accordance with the results of actual machine/vehicle durability test.</p>																																										

Repeated up & down shifts

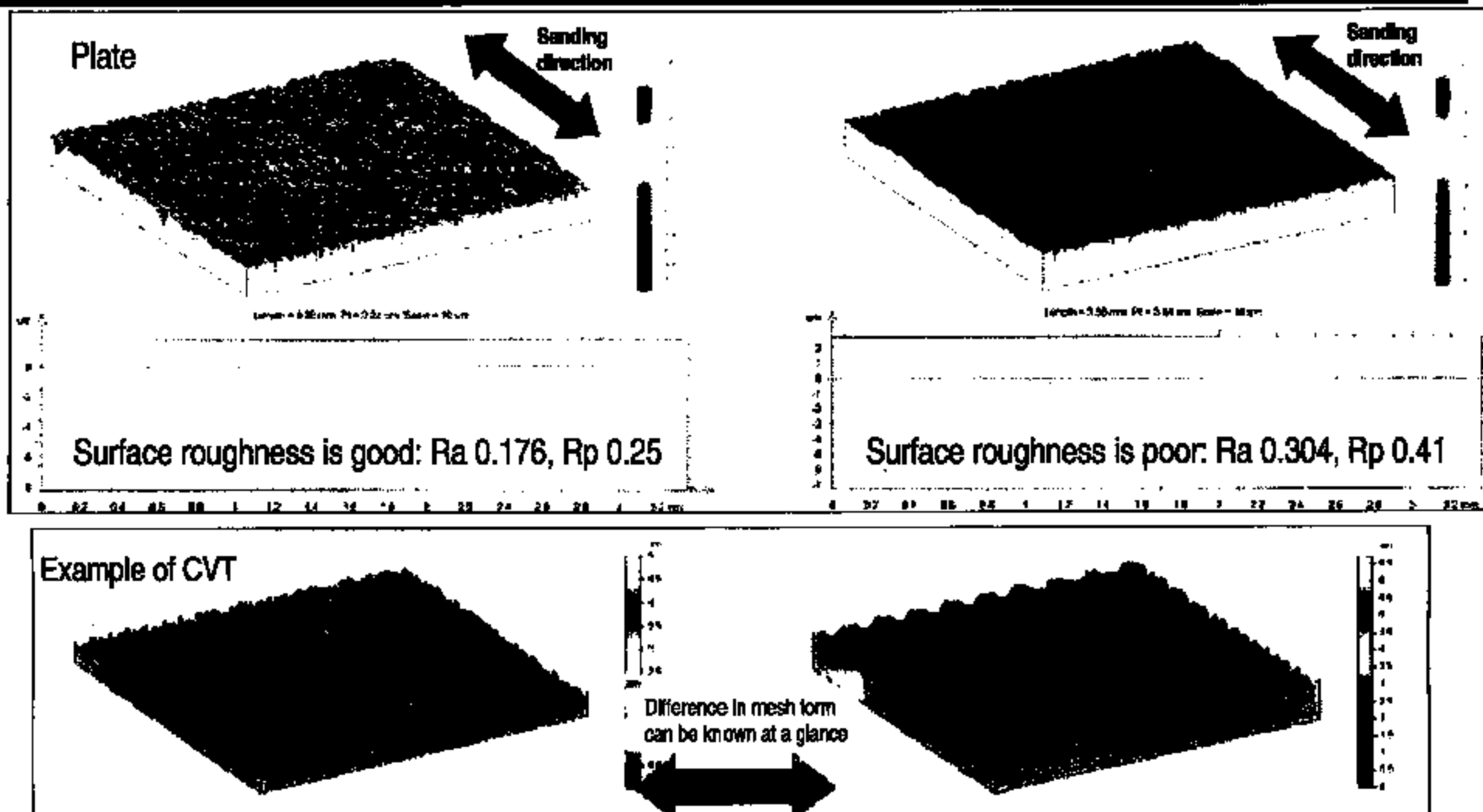
Should clutch drag be found, final judgment shall be in accordance with the results of actual machine/vehicle durability test.

2. Ra and Rp Control Technique Employed by FCC-Indiana

	Established check frequency	Actual check frequency
Previous Method 従来管理方法	 <p>For each roll of steel plate, measure at the beginning, in the middle and at the end</p>	<p>One Roll : Approx.3000 to 5000pcs.</p> <p>1 ロール 約3000 ~5000枚</p>  <p>Check once/approx. 1500 to 2500 pieces (n=1)</p>
New Method 新管理方法	 <p>For each sanding belt, measure at the beginning, in the middle and at the end</p>	<p>Sand Paper 5,000pcs. サントペーパー Cork Paper 10,000pcs. New & Re-use (Both)</p>  <p>Check once/2500 pieces + Check whenever sandpaper is replaced (n=3)</p> <p>★ If the standard values for control (Ra 0.5, Rp 0.85) are found exceeded by the measurement after replacing belt, repeat measurement every 50 pieces until the standard values are met, and let the works processed so far go through the sanding process again.</p>

- If Ra exceeds 0.5 or Rp exceeds 0.85 after replacing belt, measure Ra and Rp every 50 pieces until the values specified in drawing are met, and let the works processed so far go through the sanding process again.

3. Three-dimensional Evaluation of Surface Roughness



- Evaluation of plate surface roughness from three-dimensional data has been found difficult.
- For the parts such as plate that requires simple machining, two-dimensional evaluation, in which surface roughness is measured at right angles to sanding direction, can be used.
- Three-dimensional evaluation is effective for the purpose of achieving a firm grasp of surface state of such parts as CVT that requires complicated machining.

END

01 CL 変速不良(3rd焼け)

CL-S 3RDクラッチ焼け
MM報告

2002/ 4/11 HGT42D

報告内容

1. 再発防止(A要件改訂)
2. $R_p < 0.85$ にするFCC—INDでの具体的管理手法
3. 3次元での面粗度の評価

1. 再発防止

① 変速繰り返し(90km/hから3-2KD & WOT2-3UP)

・2-3変速時の油圧特性変更、及び変速RTD -2° 増加し、プレート温度が300℃以下になり、OK。

	3-2KD Q/A	2-3UP Q/A(MAX)	繰り返し後のプレート温度(℃)
CL-S	33J/cm2	110J/cm2	350
MD	37J/cm2	78J/cm2	270
CL-S 対策	28→33J/cm2	97J/cm2	296

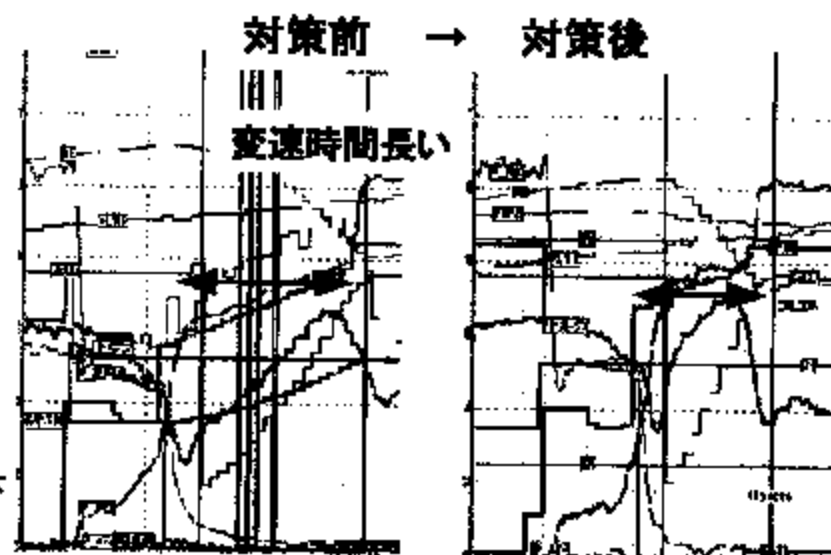
目標:300℃以下

② 低水温時の高Q/A (WOT 2-3 UP)

・低油温時の油圧補正量見直し、2-3変速時の油圧特性変更より、130J/cm2となり、OK。

	Q/A(J/cm2)
CO-S	169
MDX	89
FO	91
CO-S 対策	91

目標:130J/cm2以下



● 再発防止の観点から、油圧特性の変更、および変速RTDの増加により、プレート温度が300℃以下になり、OK。

1. 再発防止

A要件改定(5月要件改訂にて実施する)

- ① 繰り返し変速によるプレート温度 (300°C以下) の追加
② 低温、RTD無し時のQ/Aの計測 (シフトアップ130 J/cm²、KD85 J/cm²以下)

機重	要件A037-2	油圧機解「AT機能」性能
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No.	姓名	件数	種類

3. AT機組員	3-5-2	5. クラッチ装置/駆動装置 2. クラッチ装置/ブレーキ装置
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テ、又、方法	判別基準
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1 実験の目的：実験にて、各要素の「ライシ」+「コトル」。	1 各要素の「ライシ」+「コトル」。
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[illegible]

判定項目	26/2.24以上(5.57%)
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2	調査項目	内容	1) 調査項目
			2) 調査項目

1) AUTO	2) AUTO DOWN-SHIFT	3) AUTO CRUISE
4) 5) 6) 7) 8) 9) 10) 11) 12) 13) 14) 15) 16) 17) 18) 19) 20) 21) 22) 23) 24) 25) 26) 27) 28) 29) 30) 31) 32) 33) 34) 35) 36) 37) 38) 39) 40) 41) 42) 43) 44) 45) 46) 47) 48) 49) 50) 51) 52) 53) 54) 55) 56) 57) 58) 59) 60) 61) 62) 63) 64) 65) 66) 67) 68) 69) 70) 71) 72) 73) 74) 75) 76) 77) 78) 79) 80) 81) 82) 83) 84) 85) 86) 87) 88) 89) 90) 91) 92) 93) 94) 95) 96) 97) 98) 99) 100)	101) 102) 103) 104) 105) 106) 107) 108) 109) 110) 111) 112) 113) 114) 115) 116) 117) 118) 119) 120) 121) 122) 123) 124) 125) 126) 127) 128) 129) 130) 131) 132) 133) 134) 135) 136) 137) 138) 139) 140) 141) 142) 143) 144) 145) 146) 147) 148) 149) 150) 151) 152) 153) 154) 155) 156) 157) 158) 159) 160) 161) 162) 163) 164) 165) 166) 167) 168) 169) 170) 171) 172) 173) 174) 175) 176) 177) 178) 179) 180) 181) 182) 183) 184) 185) 186) 187) 188) 189) 190) 191) 192) 193) 194) 195) 196) 197) 198) 199) 200)	201) 202) 203) 204) 205) 206) 207) 208) 209) 210) 211) 212) 213) 214) 215) 216) 217) 218) 219) 220) 221) 222) 223) 224) 225) 226) 227) 228) 229) 230) 231) 232) 233) 234) 235) 236) 237) 238) 239) 240) 241) 242) 243) 244) 245) 246) 247) 248) 249) 250) 251) 252) 253) 254) 255) 256) 257) 258) 259) 260) 261) 262) 263) 264) 265) 266) 267) 268) 269) 270) 271) 272) 273) 274) 275) 276) 277) 278) 279) 280) 281) 282) 283) 284) 285) 286) 287) 288) 289) 290) 291) 292) 293) 294) 295) 296) 297) 298) 299) 300)

8) ANNUAL UP-SHIFT	100 / 以下
9) ANNUAL POWER-SHIFT	100 / 以下

(2) フリート王座(△Temp)	
(4) MODEL DOWN-SHIFT 100/150	150/150

判定項目	上限値(deg)	目録値(deg)
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2) AUTO POINT SHIRT	180 以下
1) AUTO P-SHIRT	180 以下

	(8) MANUAL UP-SHIFT	100 以下
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4 条件 1) 1 区画: 0.05 区画

AUTO SHIFT: 1.5L/100km以下、RTD無しでも計測の手
までの間、クランプ異常は指りに依る誤差は発生せず。

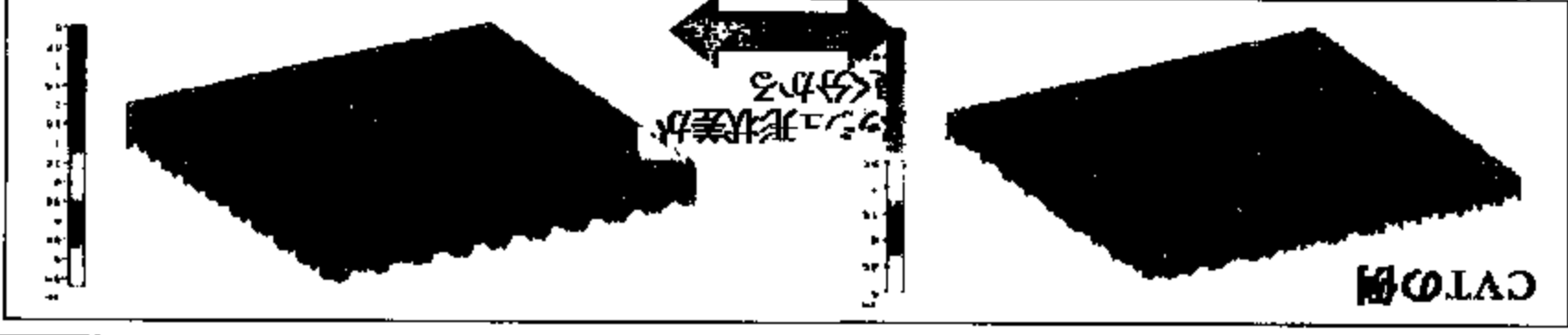
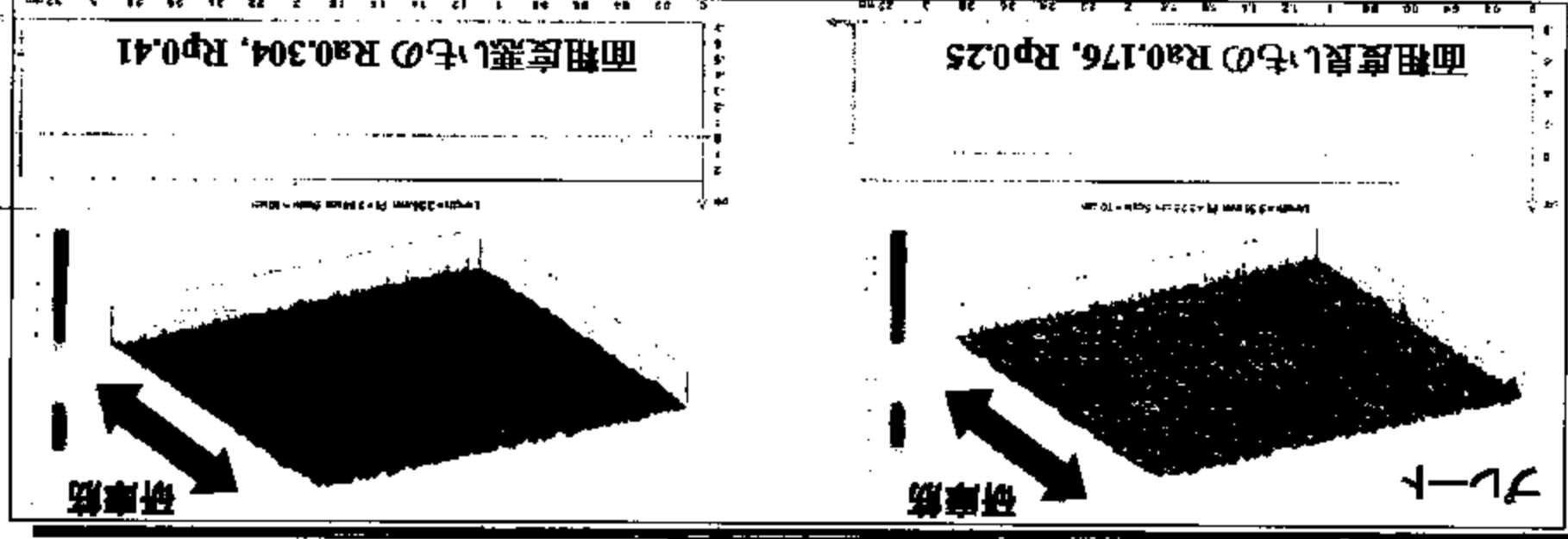
②人口の増加に伴う正増

*詳細は、ワニアル No-3-5-2]に依る
結果に依る。

2. Ra, RpのFCC-INDでの管理手法

確認頻度の設定	従来管理方法 Previous Method	新管理方法 New Method
実際の確認頻度	 <p>始め/中間/終りに各一回測定 スチールシートの1ロール毎</p> <p>One Roll: Approx. 3000 to 5000 1ロール 約3000～5000枚</p> <p>1回/約1500～2500枚に確認</p> <p>(n=1)</p>	 <p>各研磨ペルト毎に 始め/中間/終り 各一回</p> <p>Sand Paper 5,000pcs サトハ-ハ- Cork Paper 10,000pcs New & Re-use (Both)</p> <p>1回/2500枚の確認頻度+サトハ-ハ-交換時</p> <p>(n=3)</p> <p>★ペルト交換後の測定で、管理基準値(Ra0.5, Rp0.85)を超えた場合、基準値に達するまで50枚目毎に再測定し、そこまでの分は再度 研磨工程を通す。</p>

3. 3次元での面粗度の評価



END

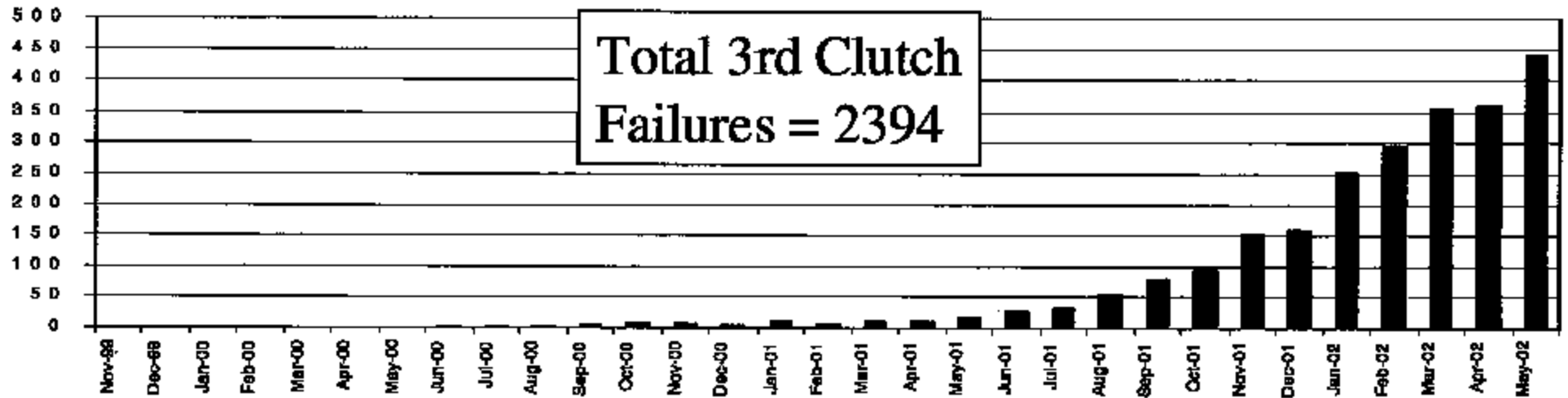
01M CL Transmission Failure (3rd Clutch Burned)

CL/TL Clutch Wear

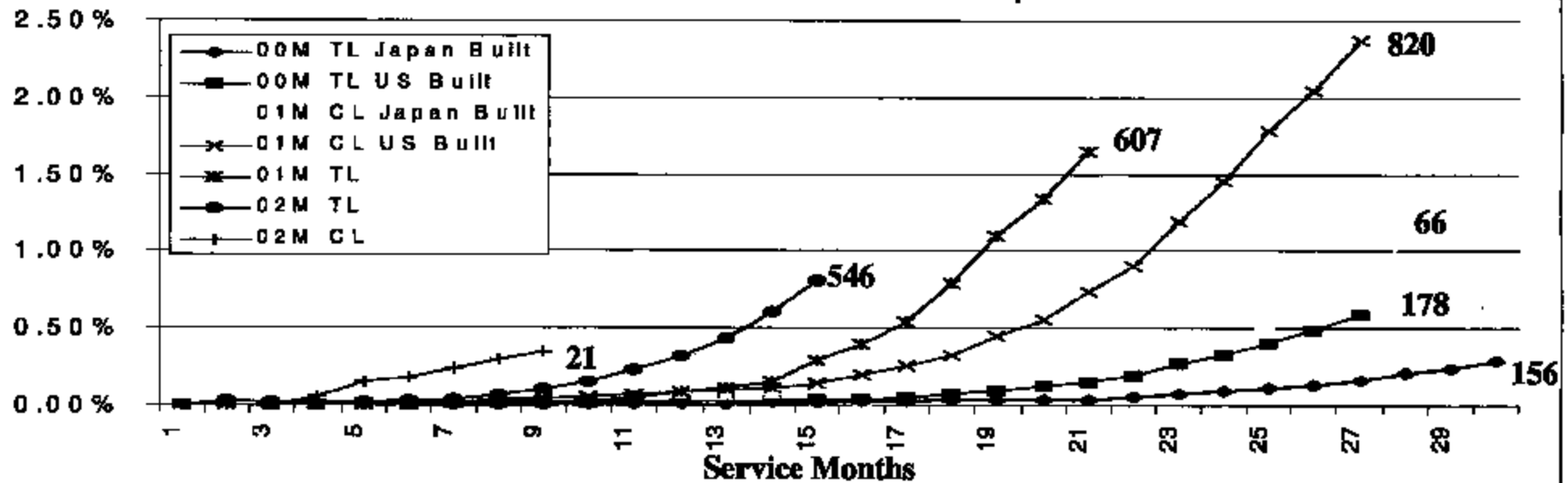
Consideration of Market Action to Take

July 18, 2002

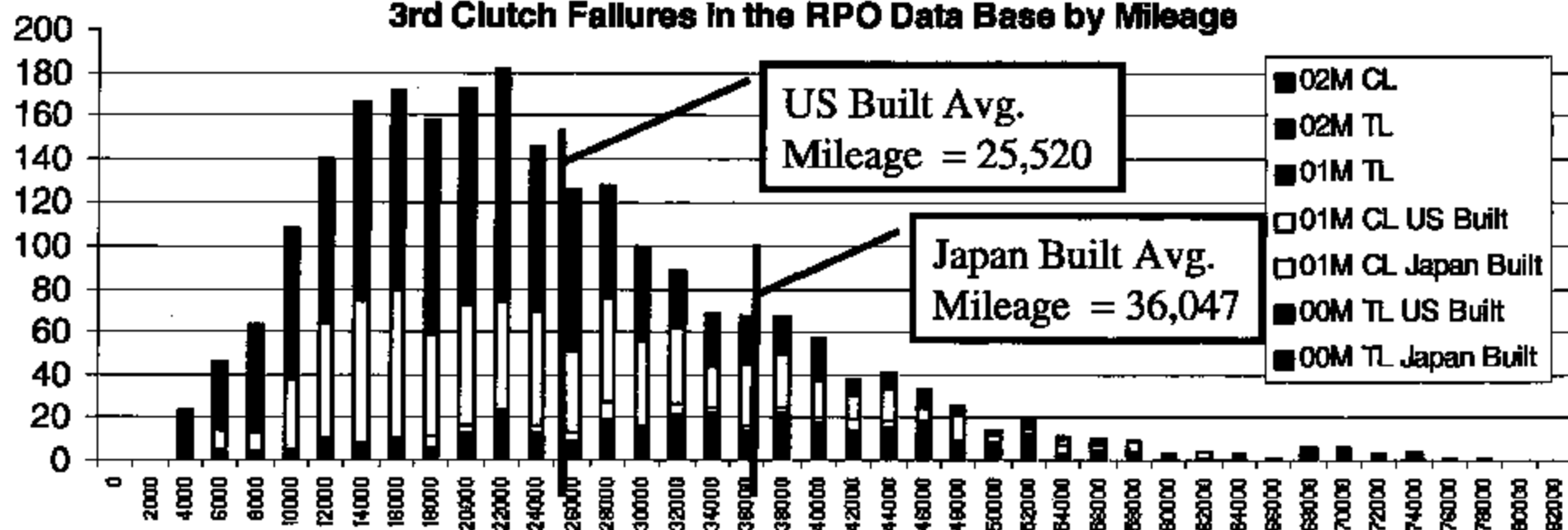
Kown 3rd Clutch in Data Base



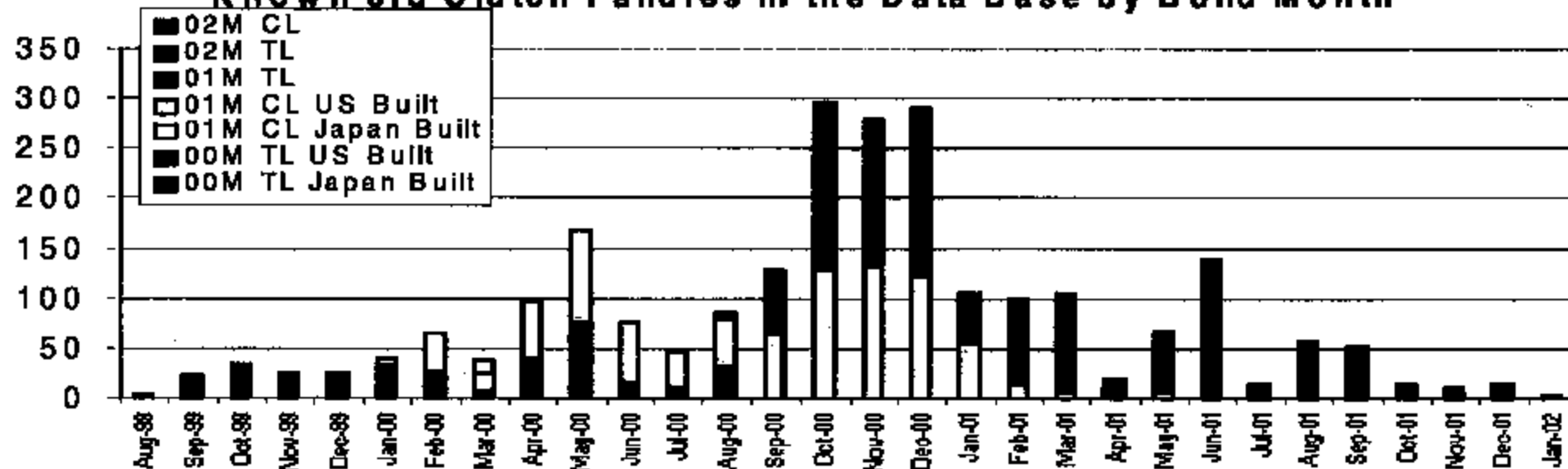
All Model 3rd Clutch Def % Compare



3rd Clutch Failures In the RPO Data Base by Mileage



Known 3rd Clutch Failures In the Data Base by Build Month



Development Schedule

《Market action plan》

Desirable plan :

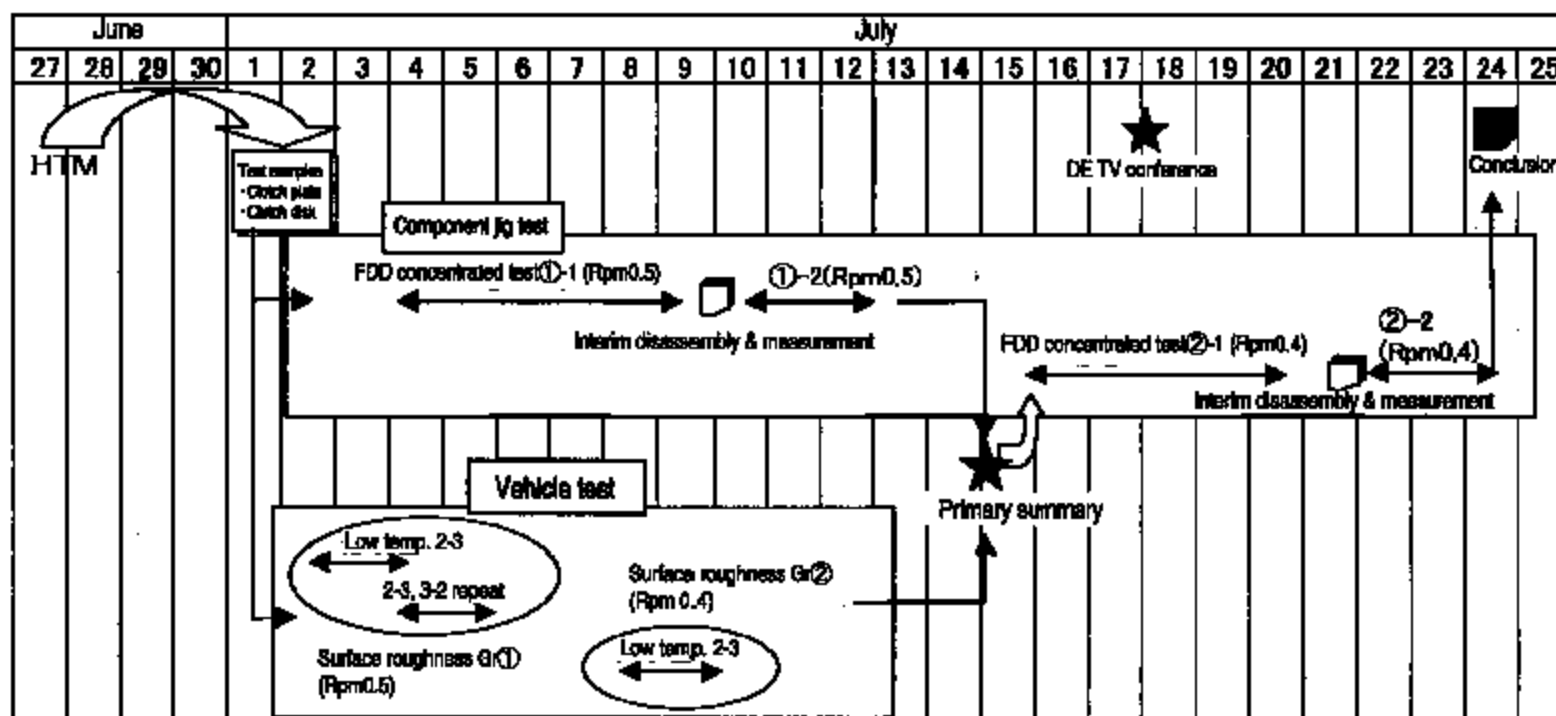
Alternative plan :

(that entails lower repair cost)

Improved ECU + Improved clutch plate

Replacement with clutch plate that passed surface roughness screening inspection

- SED coordination as to proposed market action plans : Work under way to secure coordination by the end of July
- NASC (North America Steering Committee) : A meeting is scheduled to be held in mid-August
- Confirmation of propriety of “pre-Improvement ECU data × replacement with clutch plate that passed surface roughness screening inspection” as a market action



FDD Verification Results

【Interim summary of results of HGT tests conducted to verify alternative plan (replacement with clutch plate that passed surface roughness screening inspection)】

- Clutch plates of FCC make that passed screening inspection on a Rpm 0.5 (0.45 ~ 0.5) basis compared poorly with Japanese-made clutch plates in the results of a test.
- Test is under way using clutch plates of FCC make that passed screening inspection on a Rpm 0.4 (0.35 ~ 0.4) basis.

Test item	Rpm	Test result	Remark
Full-throttle 2-3 upshift at low temp. without RTD	0.4 MAX	Equal to J-made plate	
Repeated 2-3 upshift/3-2 downshift	0.5 MAX	Better than J-made plate	
FDD 3rd concentrated test for 110 cycles	0.5 MAX	Worn by 81 μ m	Rpm 0.4 being tested

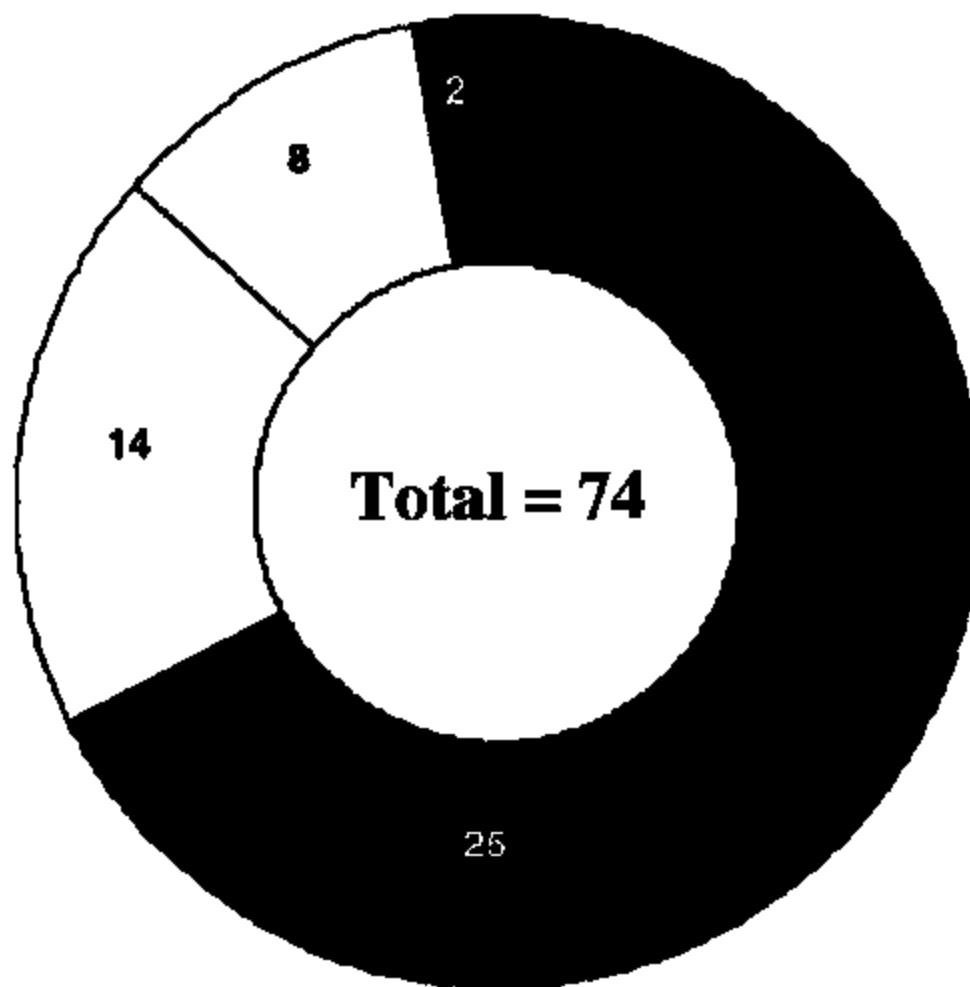
To be completed by July 24

1) What is the Problem? - **Customer Contention.**

Data Source: RPO Data Bases

Date: 6/3/02 Name: Joe Wauben

High Speed Self Downshift



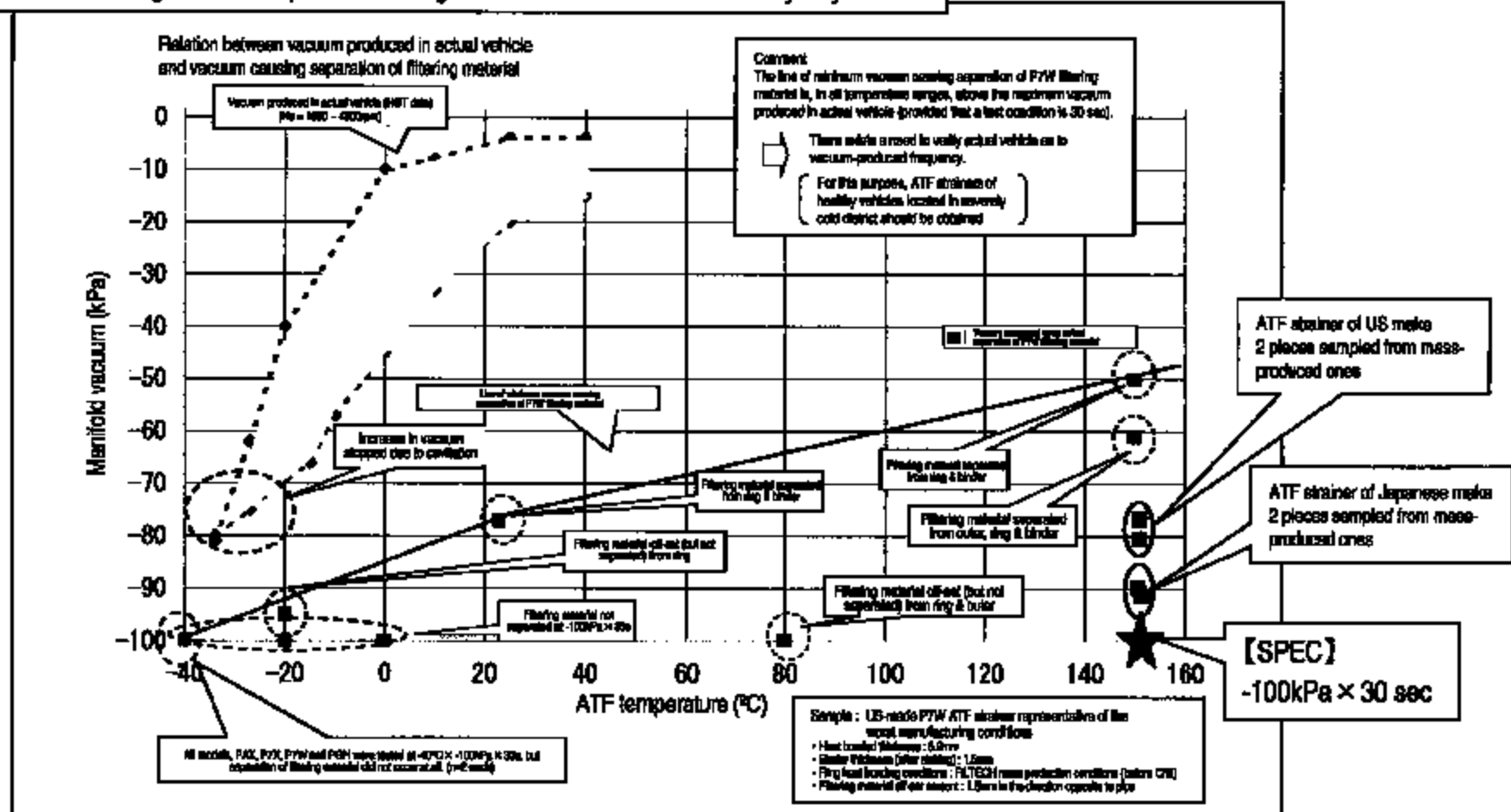
■ 01M CL ■ 01M TL □ 02M TL □ 02M CL ■ 00M TL

Other Concern

● Loss of ATF strainer's filtration function due to separation of filtering material

Strainers which did not meet spec for separation strength of filtering material flowed onto the market

Results of filtering material separation strength test on ATF strainers made by Toyo Roki



After having a firm grasp of what is happening with the strainers in the field, consideration should be given to whether to include replacement of ATF strainer in the market action.

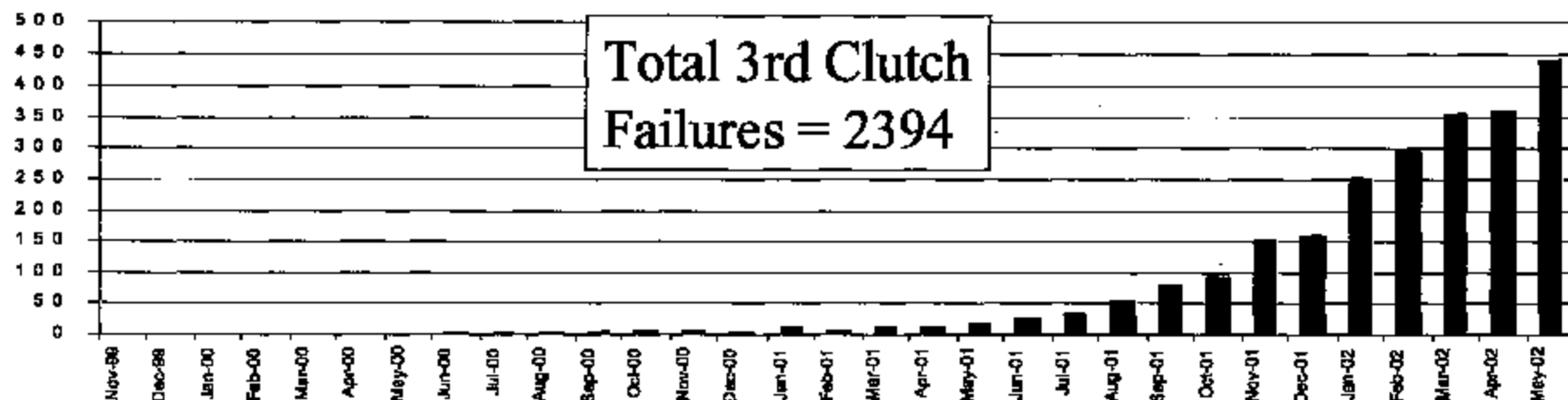
01 CL 変速不良(3rD焼け)

CL/TL クラッチ摩耗

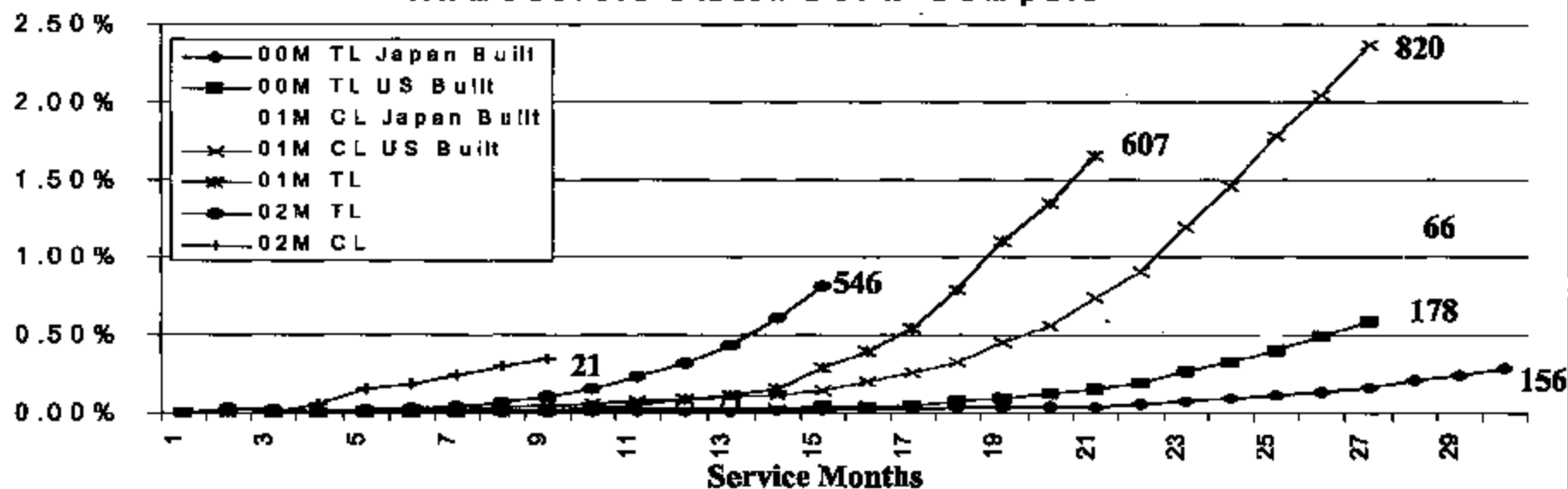
市場処置の検討

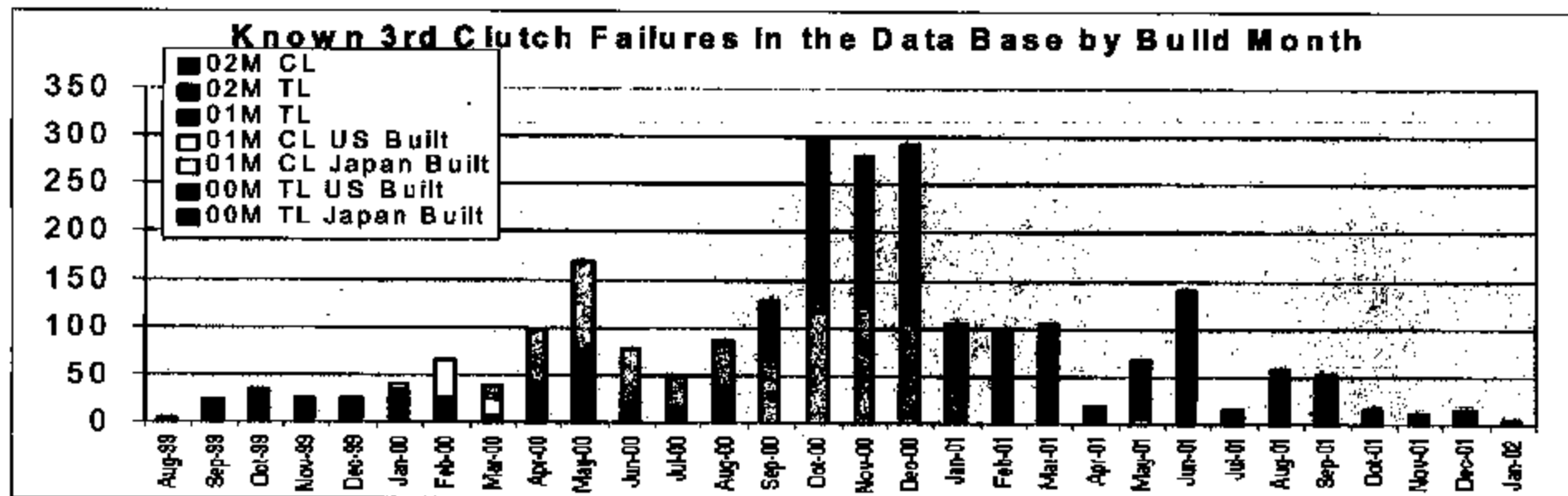
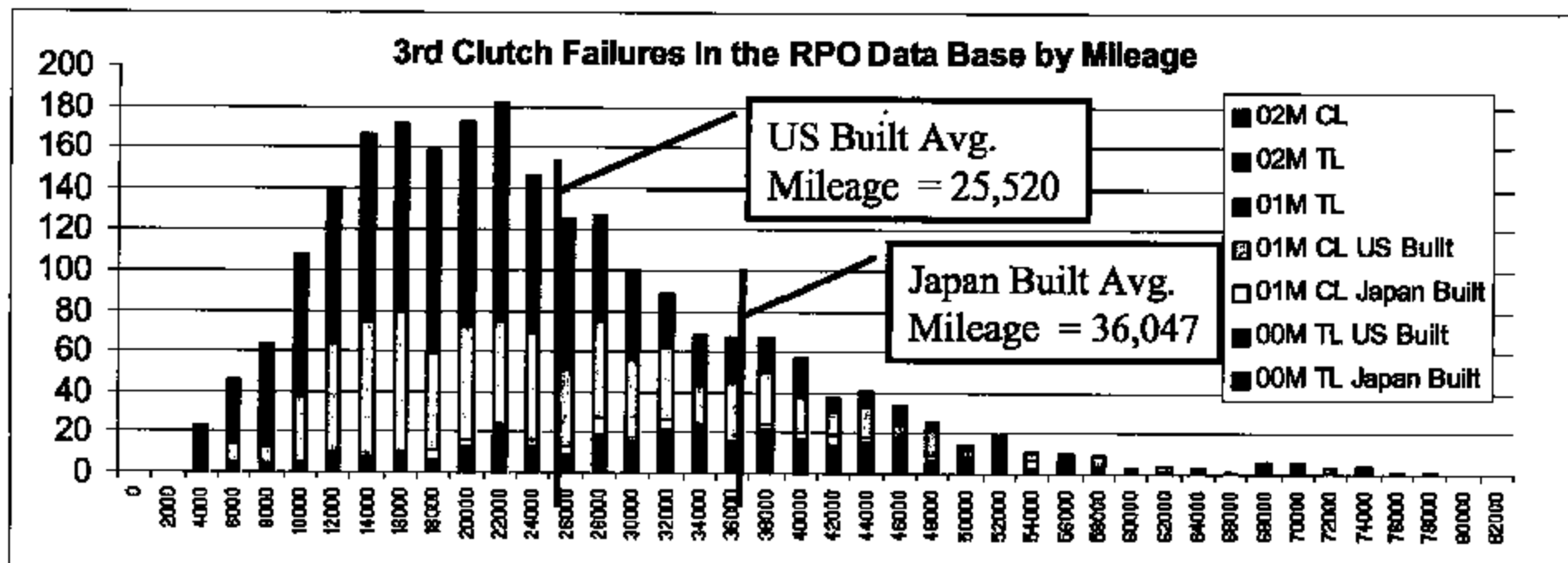
' 02-07-18

Kown 3rd Clutch In Data Base



All Model 3rd Clutch Def % Compare





展開スケジュール

【市場処置案】

本命案：

別案(安い価格)：

対策① + 対策プレート
面粗度選別プレートに実機

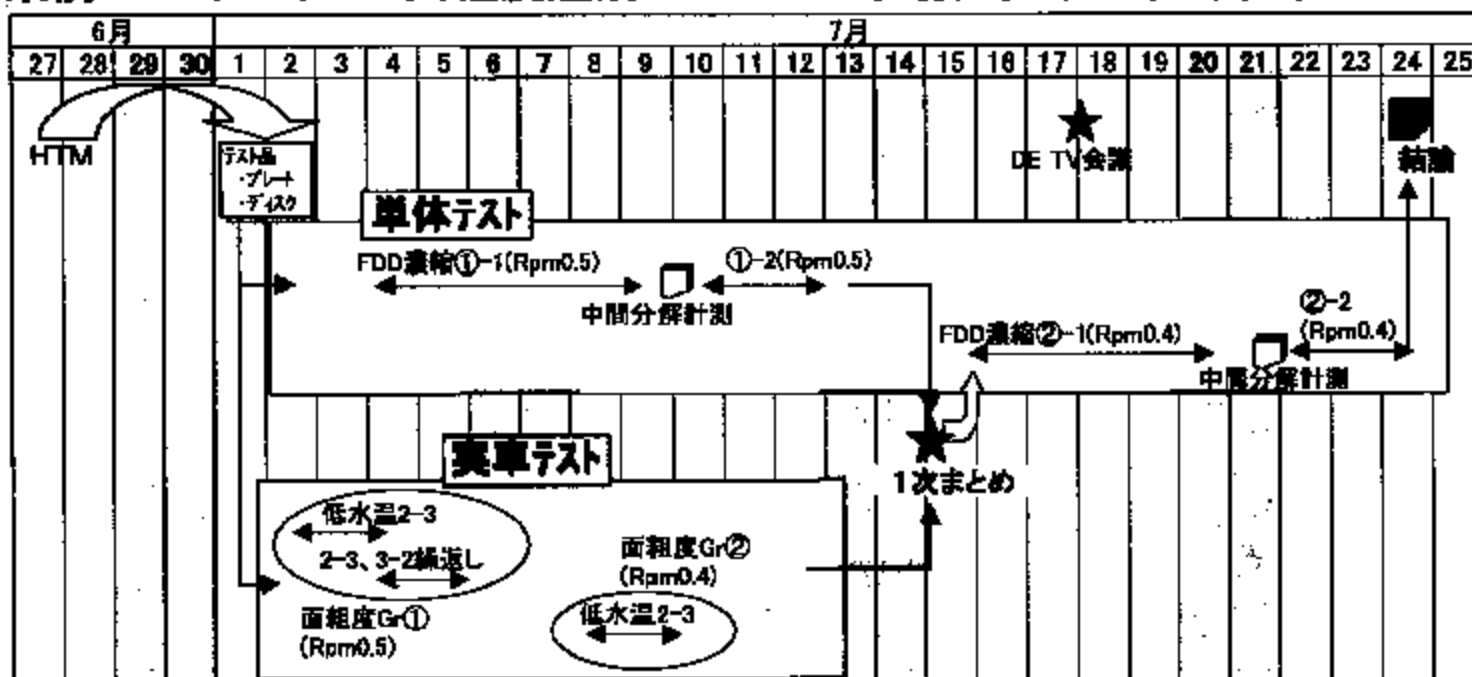
・SED市場処置提案の整合

~7月末で調整中

・NASC(北米版品質委員会)

8月中旬を予定

●対策前ECUデータ × 面粗度選別プレートの市場処置成立性確認。



FDD確認結果

【HGTテスト、別案(選別プレート交換)中間まとめ】

- FCC選別Rpm0.5(0.45~0.5)では日供品に劣る部分が認められた。
- FCC選別Rpm0.4(0.35~0.4)で継続テスト中。

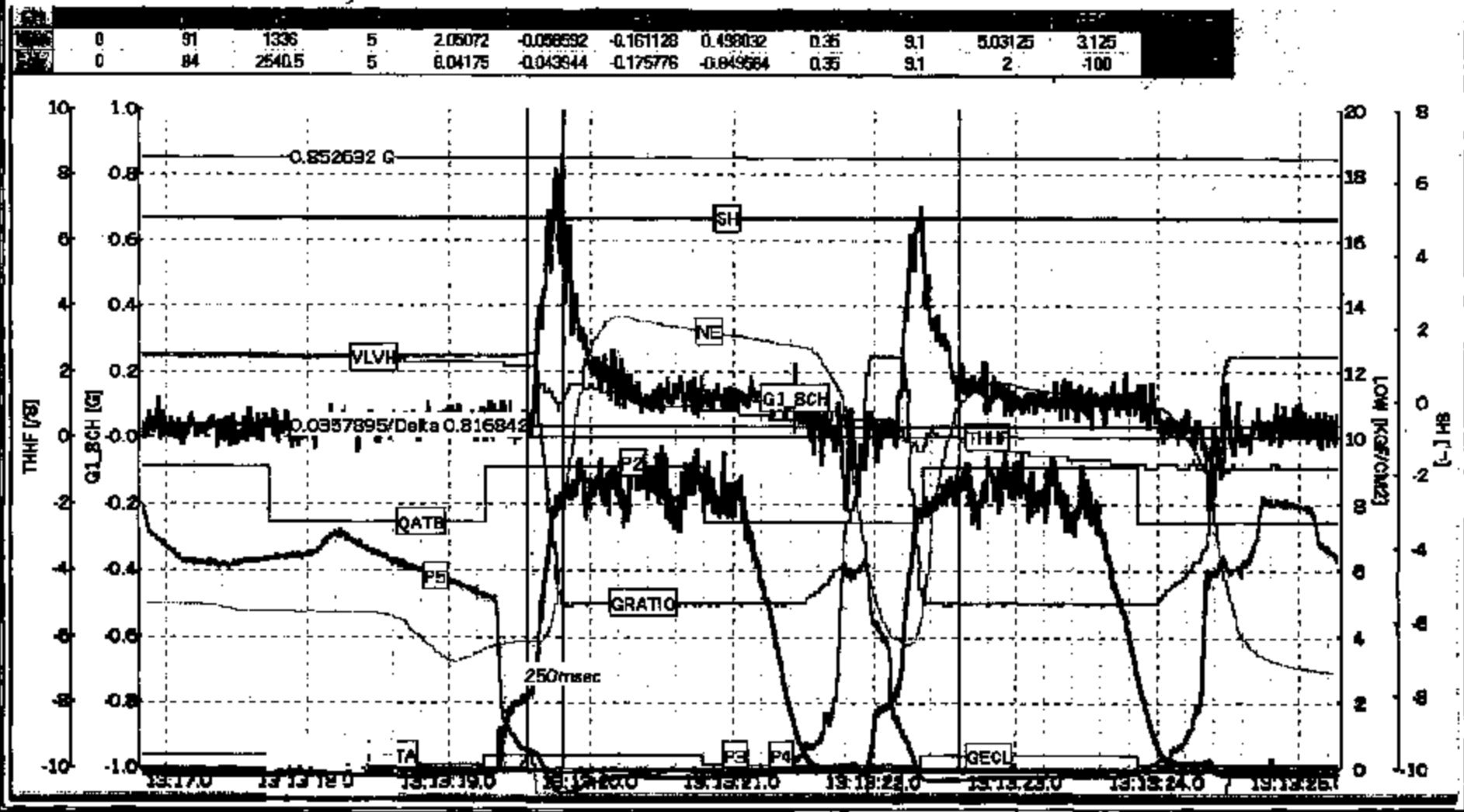
項目	Rpm	確認結果	備考
低水温RTD無し全開2-3	0.4以下	日供同等	
2-3、3-2繰り返し変速	0.5以下	日供より良	
FDD 3速濃縮110サイクル	0.5以下	81 μ 摩耗	Rpm0.4テスト中

~7/24終了

1.) What is the Problem? - Failure Mode.

Duplication Test Results (5=>2 Self-Downshift)

- '01M TL (Mr. Haga's car)
- ATM # B7WA-8027653
- 32,595 miles

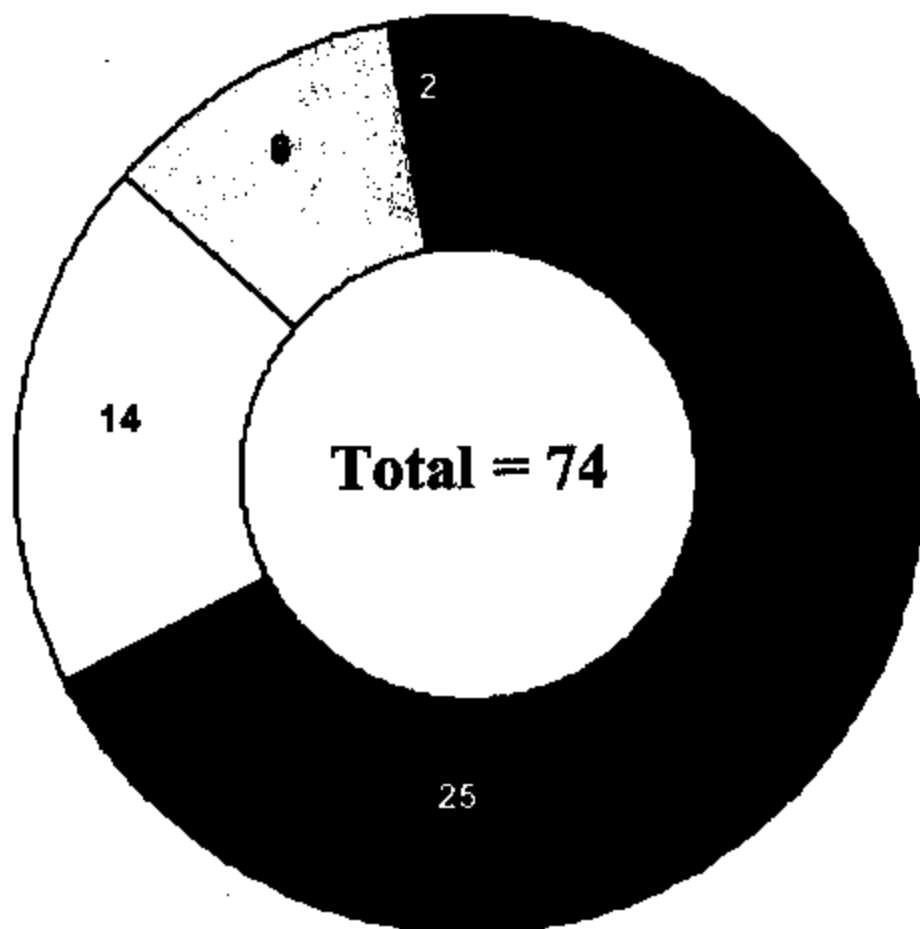


1.) What is the Problem? - Customer Contention.

Data Source: RPO Data Bases

Date: 6/3/02 Name: Joe Wauben

High Speed Self Downshift



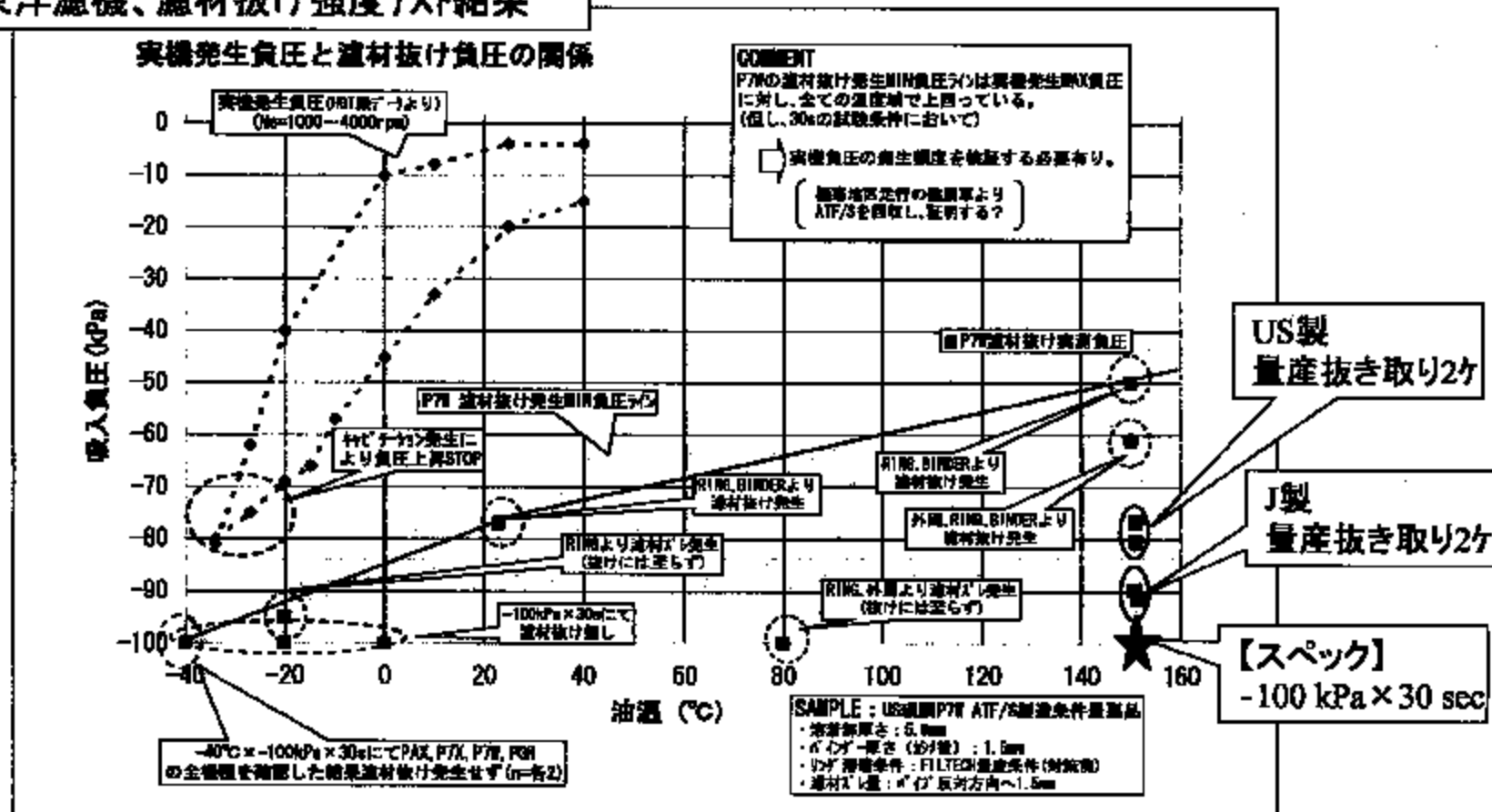
■ 01M CL ■ 01M TL □ 02M TL ▨ 02M CL ■ 00M TL

その他懸案事項

● ATFストレーナー濾材抜け

濾材抜けタフネス強度のスペックアウト品流出

東洋濾機、濾材抜け強度テスト結果




市場品の実力を把握した上で、今回の市場処置検討に際してはATFストレーナー交換も考慮する必要がある。

QAH-T Top Problem Investigation

5AT 3rd Clutch Burning

HTM MQ
ATM Steering Committee Mtg.
Oct. 3, 2002

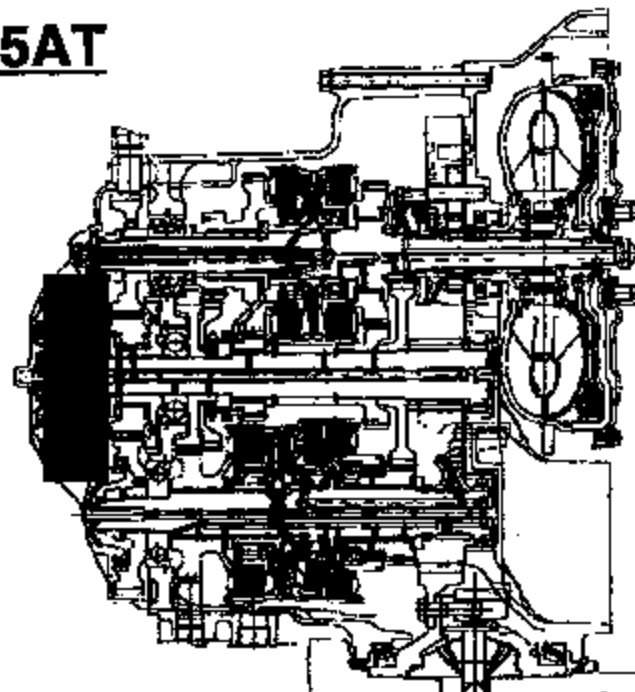
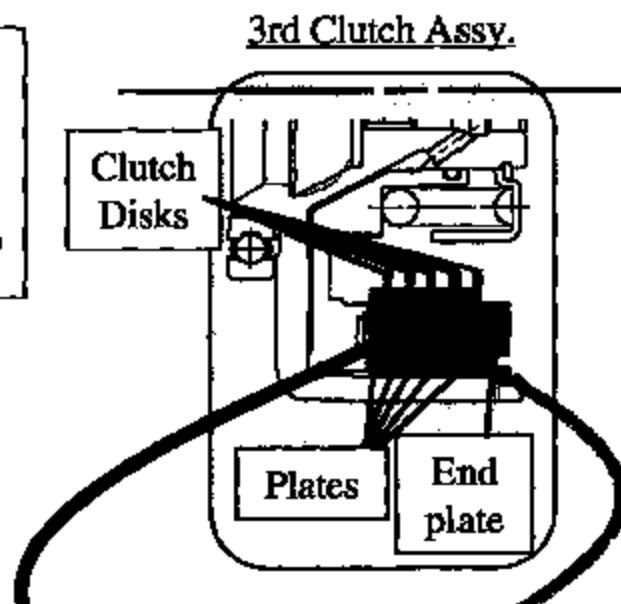
Agenda:

- 
- HTM 1.) What is the Problem?
 - 2.) 5AT 3rd Clutch Market Situation (TL, CL, Odyssey, MDX)
 - 3.) Cause Analysis
 - 4.) Timeline (What, When)
 - 5.) HTM MQ Testing
 - 6.) Future Schedule
 - 7.) Conclusion
 - HRA-O 8.) Report
 - ALL 9.) Q & A

What's the Problem?- Failure Info.

'00~'02M 5AT

**Example: 3.2 TL
B7WA-9004638
18,000 Miles
"Shifting Problems"**



**3rd Clutch Disks & Plates: metal-to-metal
contact.
Clearance = 3.41mm (New Spec = 0.7~0.9mm)**



**ATF Strainer - Broken
due to clogging w/disk mat'l.**



Reg. Body Screen - Plugged

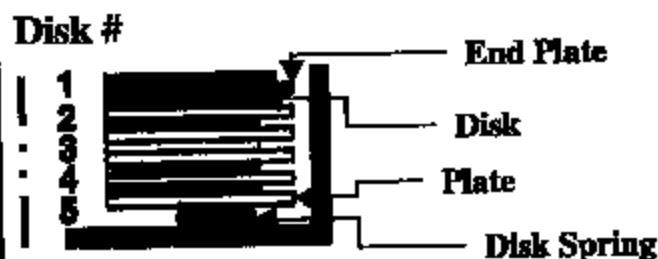
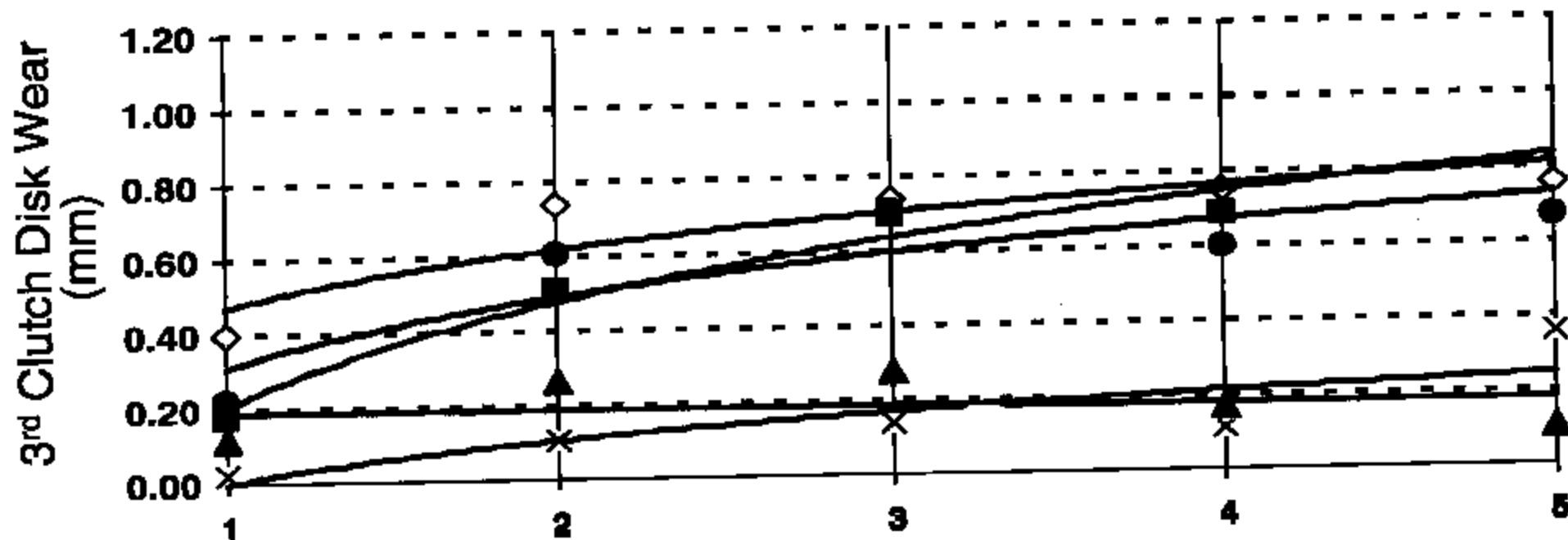


TL / CL 3rd Clutch Failures

Disk Wear vs. Location

(from D-E Joint Analysis)

D. Schmitt
HTM MQ
Date: 10/4/02



× B7WA9026254 ▲ B7WA9043089 ◇ B7WA9042278 ■ B7WA9050729 ● B7WA9003253

Conclusion:

1. Disks near Clutch Platen have higher wear / burning levels than Endplate Side.

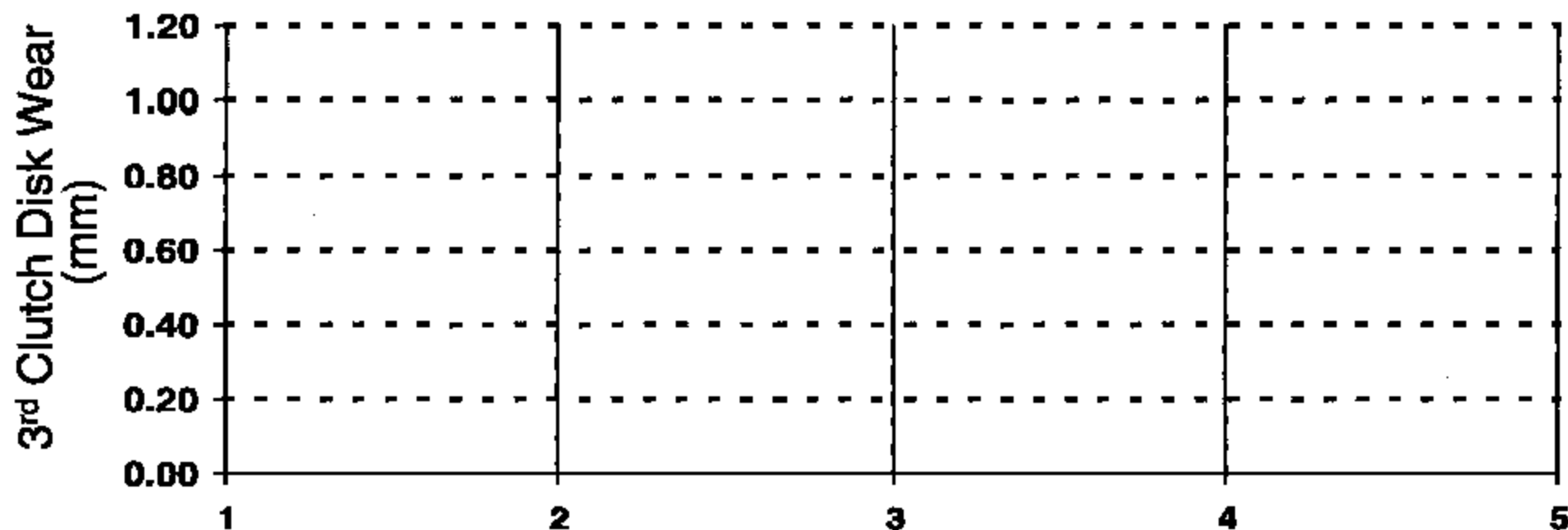
⇒ Due to?

MDX 3rd Clutch Failures

Disk Wear vs. Location

(from D-E Joint Analysis)

D. Schmitt
HTM MQ
Date: 10/4/02



× BYBA-9026552 ▲ BYBA-9001635 ◇ BYBA-9030940 ■ BYBA-9033268 ● BYBA-9011979

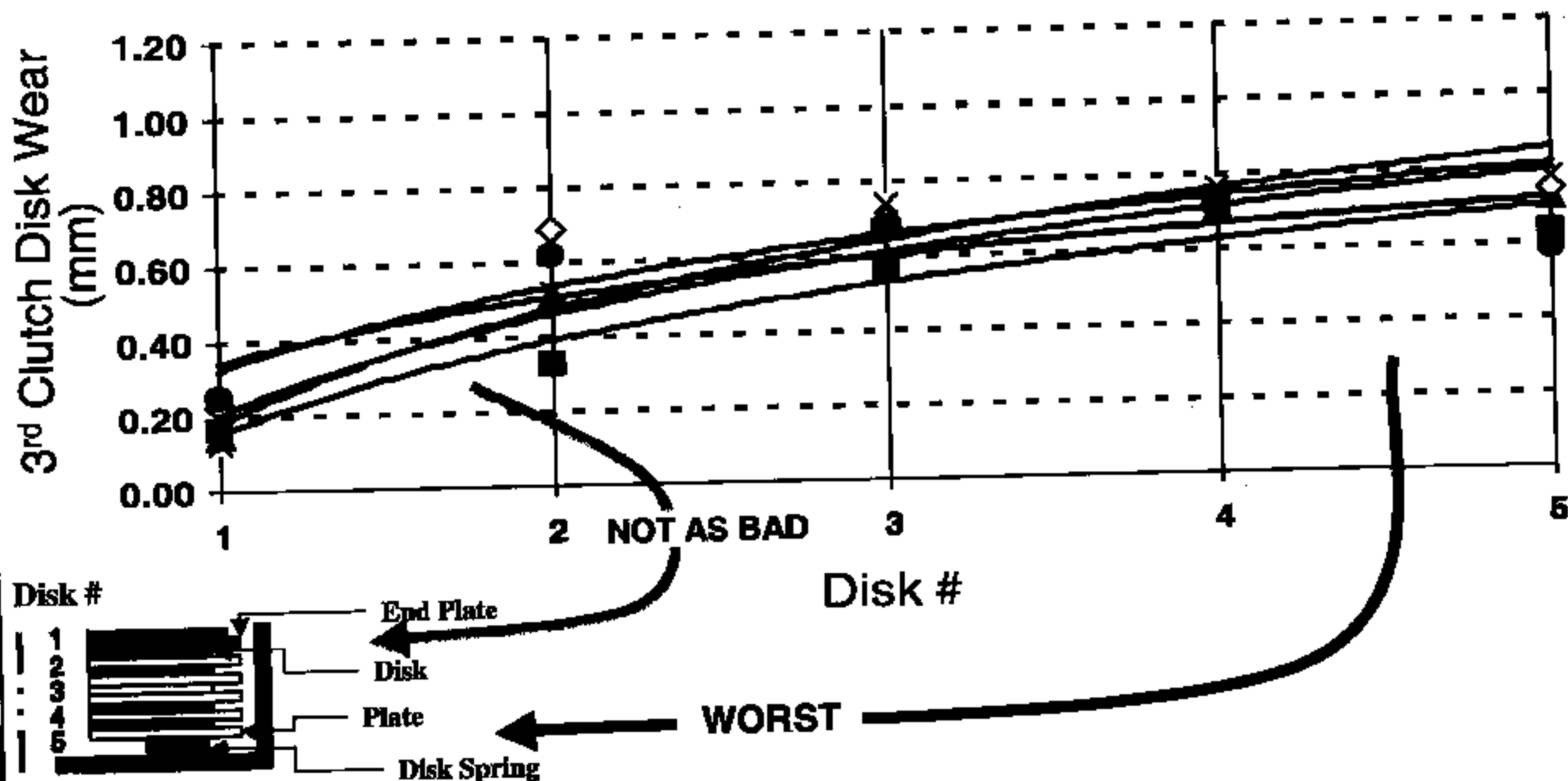
Conclusion:

1.

'02M Odyssey 3rd Clutch Failures

Disk Wear vs. Location

D. Schmitt
HTM MQ
Date: 9/26/02



× BYBA-9026552 ▲ BYBA-9001635 ◇ BYBA-9030940 ■ BYBA-9033268 ● BYBA-9011979

Conclusion:

1. Disks near Clutch Piston have higher wear / burning levels than Endplate Side.

⇒ Due to?

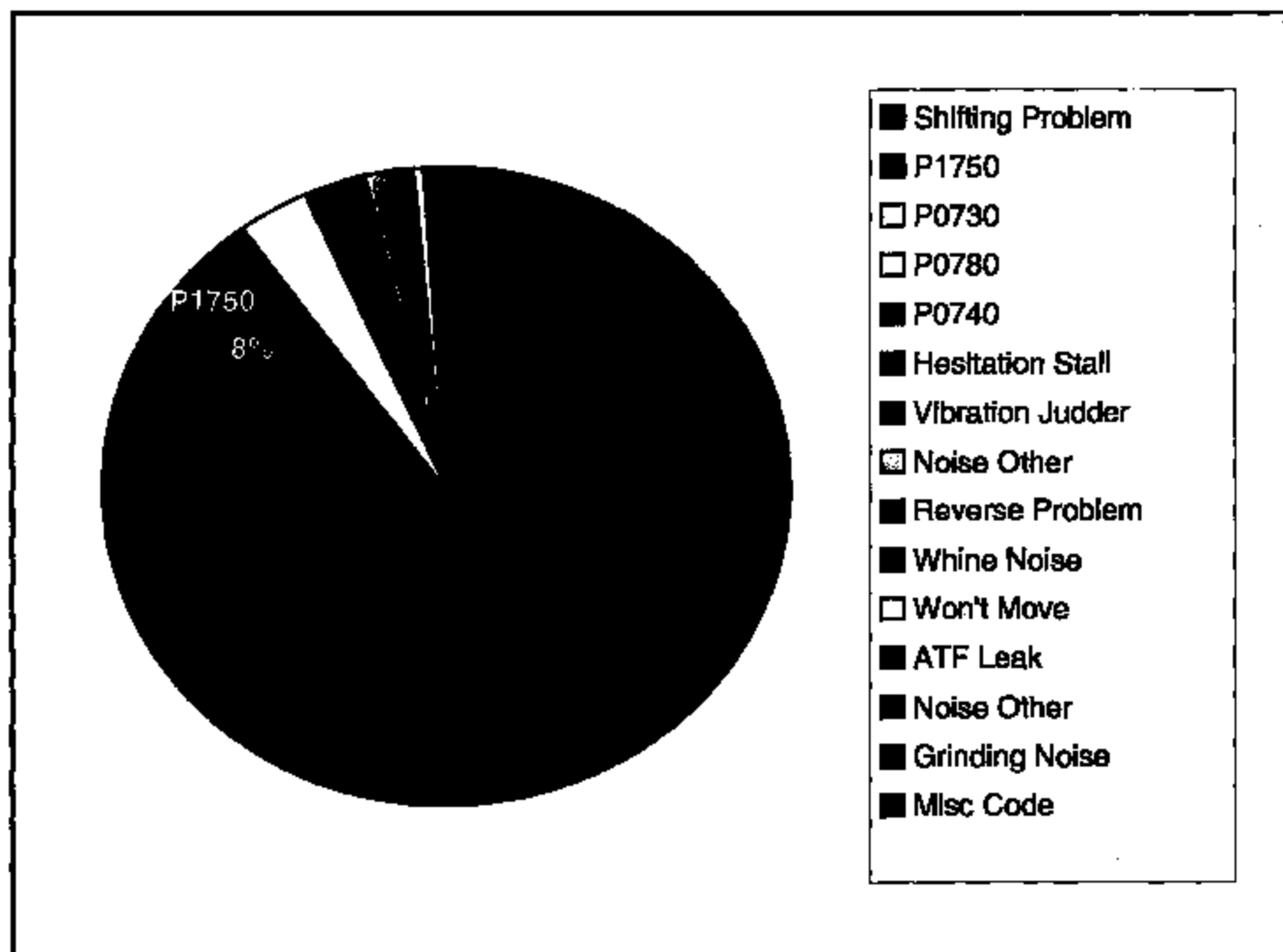
What is the Problem? Contention Breakdown

Name: Joe W. - HTM MQ

Date: 6/3/02

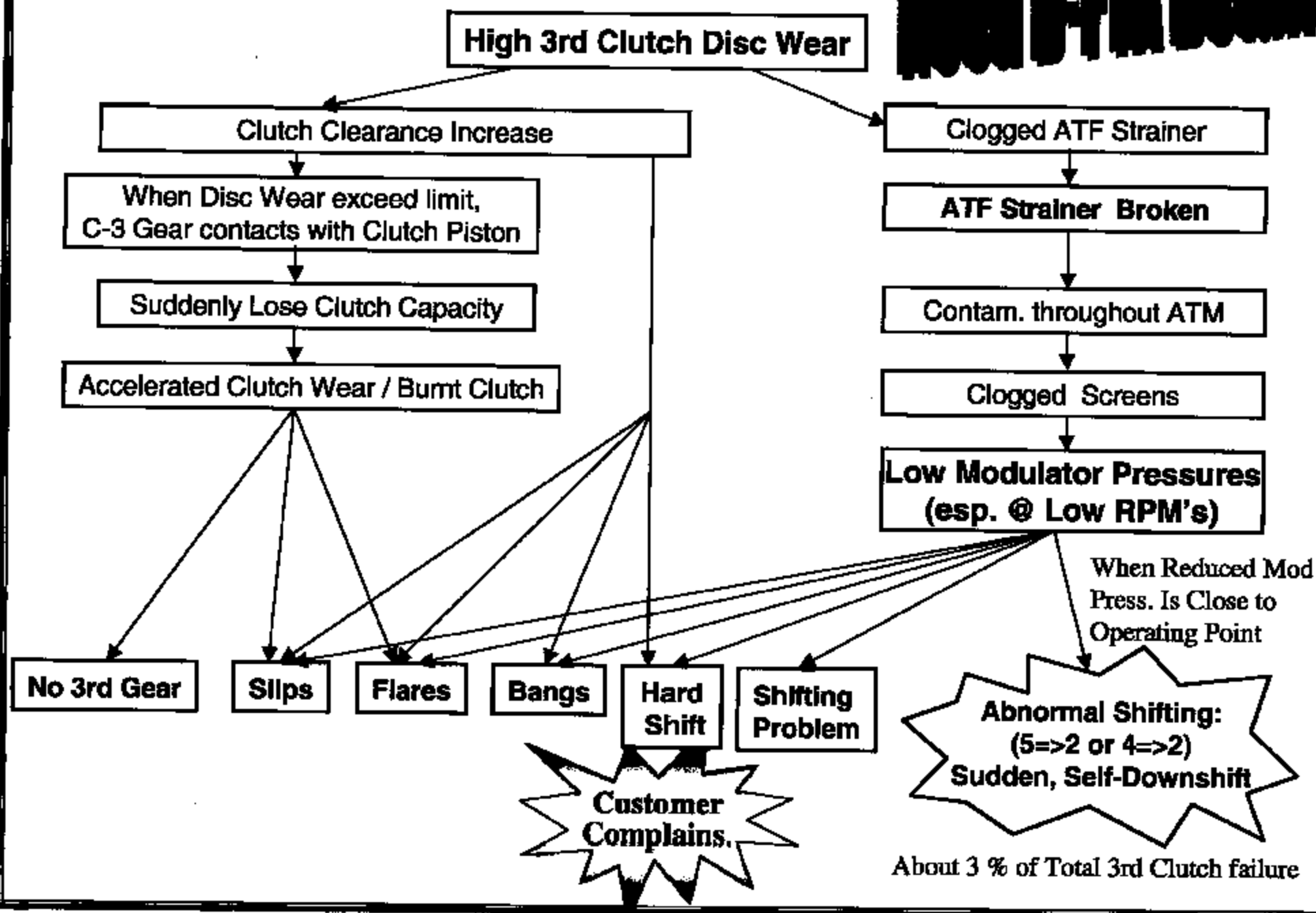
Data Source: RPO Data Base

All Models - "Known 3rd Clutch Failures"



What is the Problem? Failure Mode Flow Chart

Need D-FTA Details



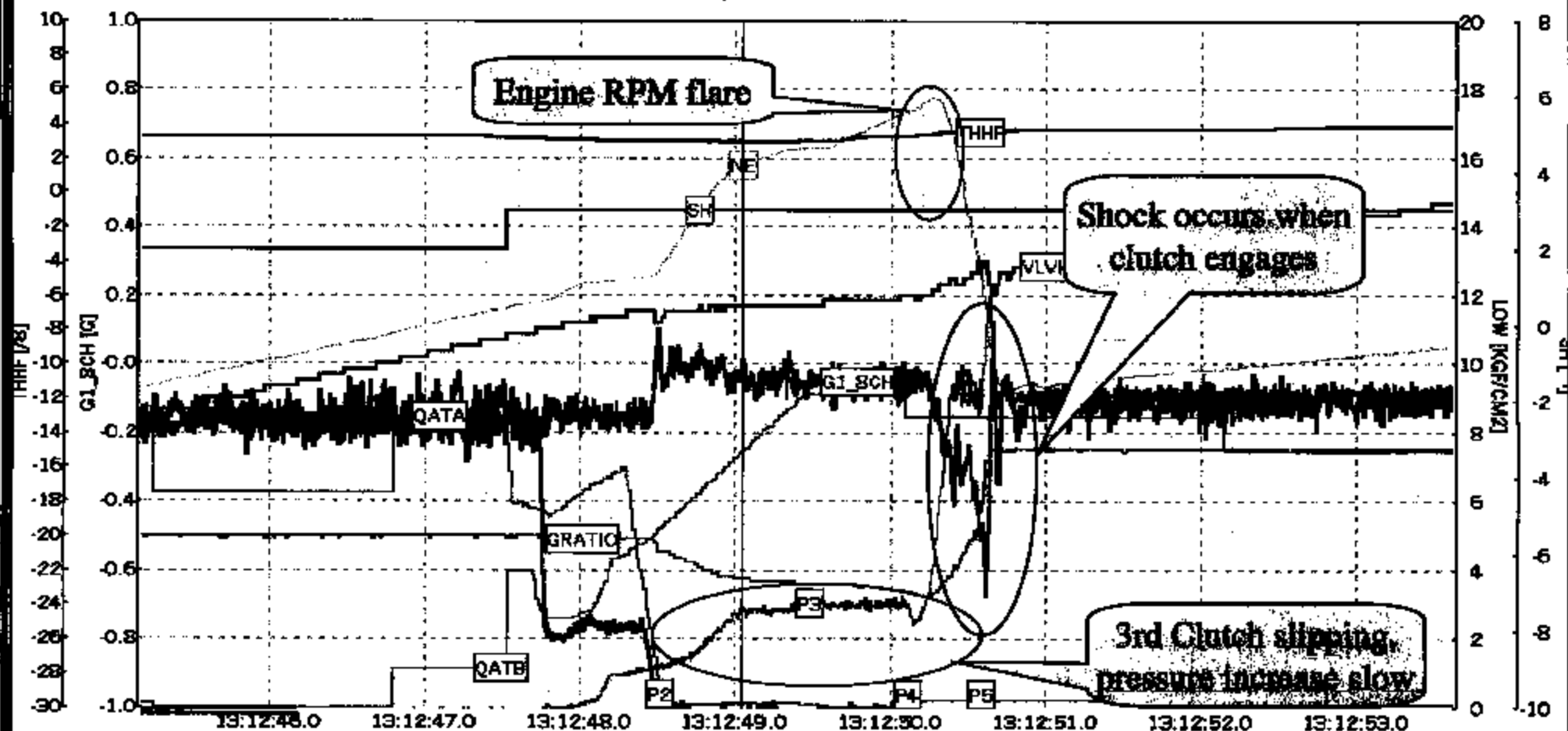
What is the Problem? Market Failure Confirmation Test Data (2-3 Slip & Shift Shock)

'01M TL (Mr. Haga's car)

• ATM # B7WA-8027653

• 32,595 miles

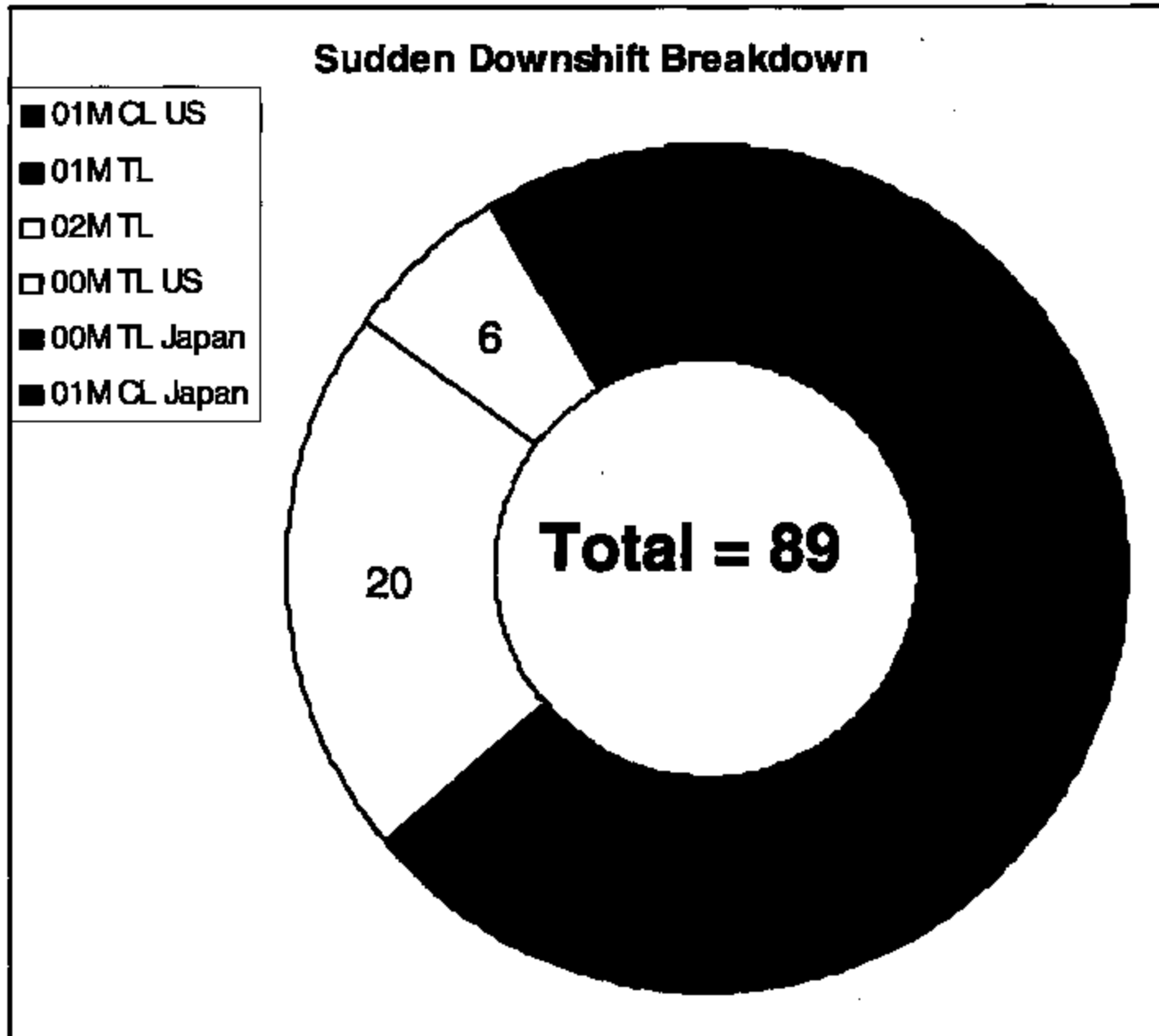
2.96667	70	5506.5	3	-0.29296	2.78312	-0.14648	-0.249016	0.1	7.45	1.5
2.96667	70	5506.5	3	-0.29296	2.78312	-0.14648	-0.249016	0.1	7.45	1.5



What is the Problem? **Customer Contention.**

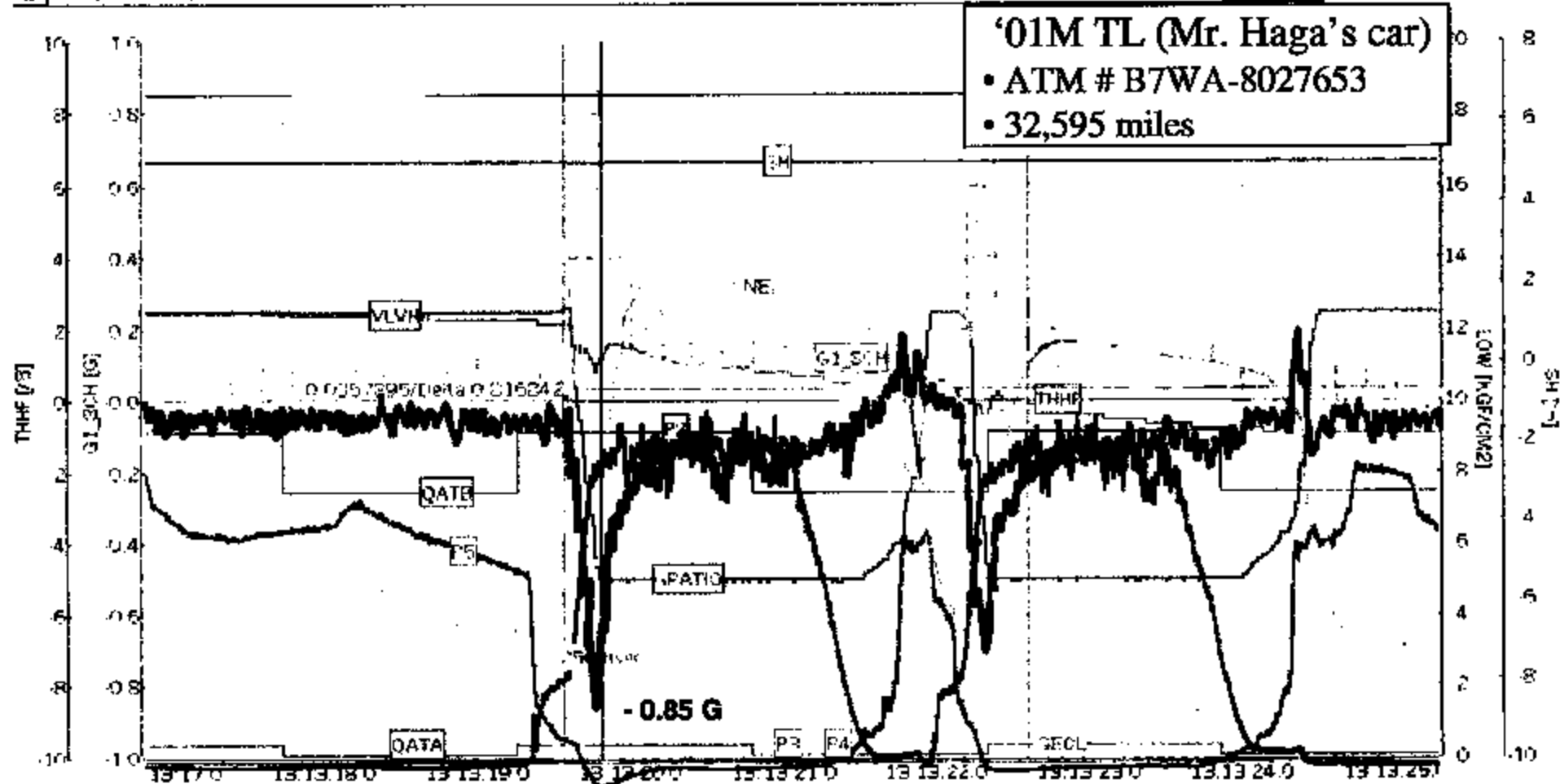
Data Source: RPO Data Bases

Date: 9/11/02 Name: Joe Wauben

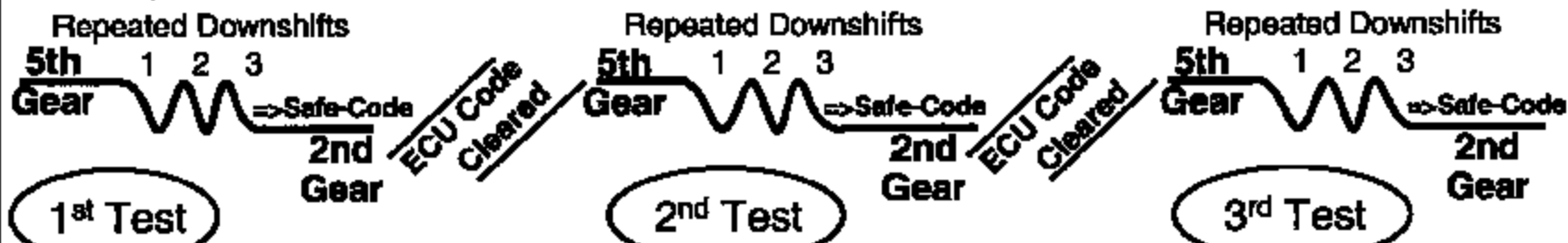


What is the Problem? Confirmation Data (Sudden, Self-Downshift)

CH	CH	CH	CH	CH	CH	CH	CH	CH	CH	CH	CH	CH	CH
0	91	1335	5	0.05072	0.054597	0.161123	0.498037	0.35	31	5.03125	3.125	0.000000	0.000000
0	94	13400	5	0.041275	0.042344	0.175776	0.445644	0.35	8.1	2	-100	0.000000	0.000000

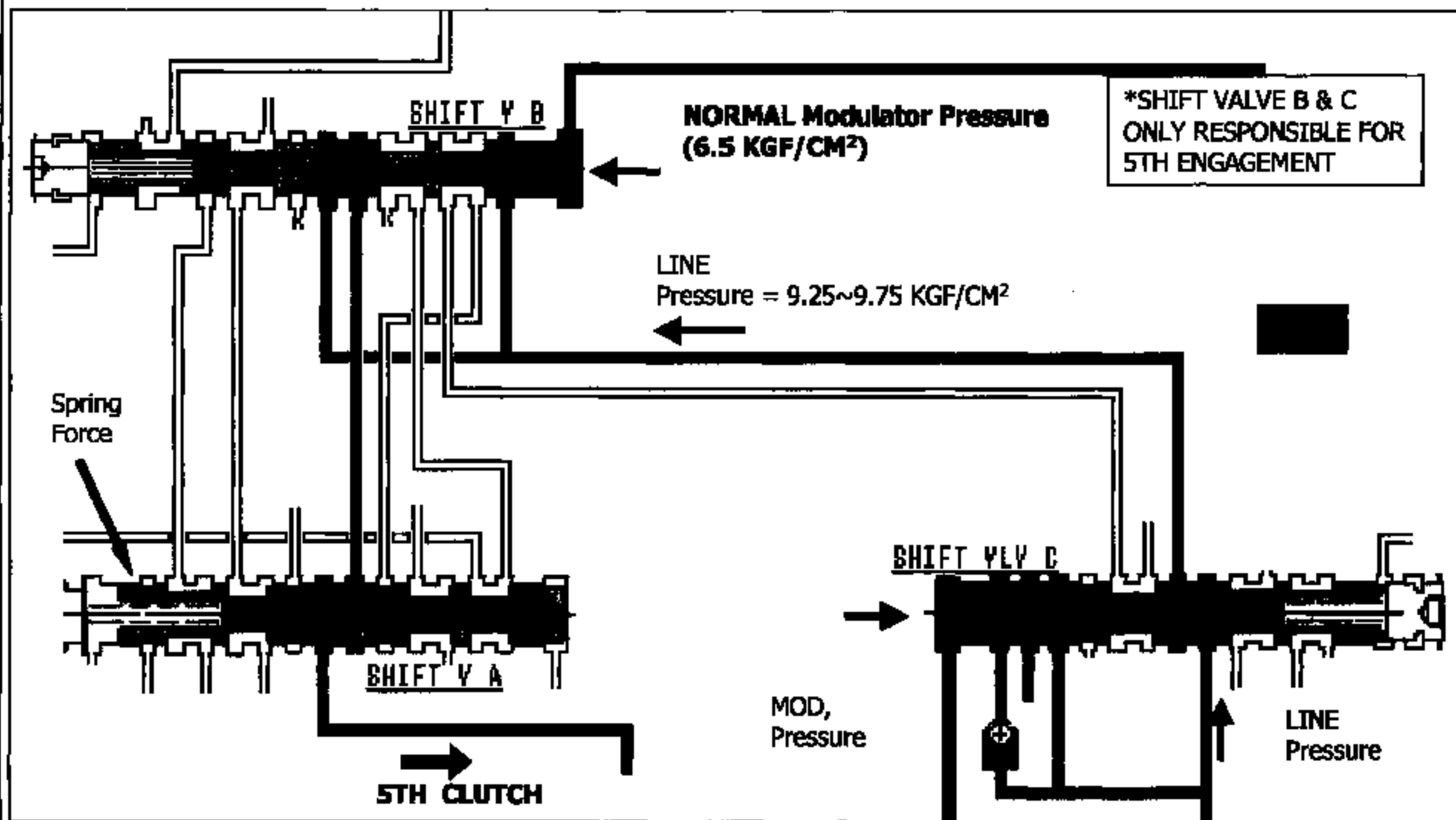


Sudden, Self-Downshift Confirmation Tests:



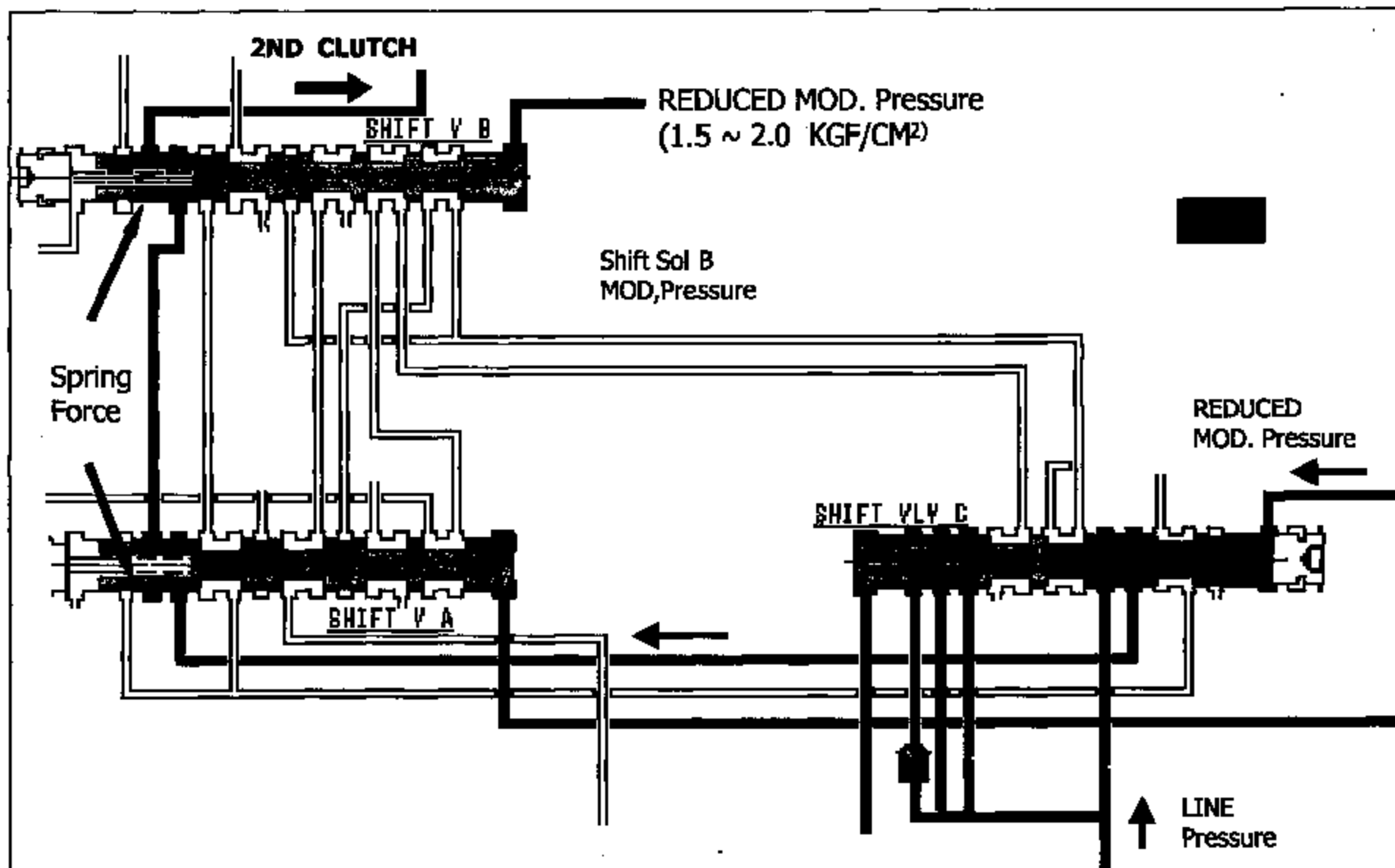
After clearing Code, it would immediately Code again.

5TH CLUTCH ENGAGEMENT (NORMAL PRESSURE)



NORMAL MOD. PRESSURE IS ABLE TO OVERCOME SPRING PRESSURE WHICH PERMITS 5TH GEAR ENGAGEMENT AND HOLD ABOVE 45MPH.

2ND CLUTCH ENGAGEMENT (ABNORMAL PRESSURE @ SUDDEN DOWNSHIFT)



LOW MOD. PRESSURE IS UNABLE TO OVERCOME SPRING PRESSURE THEREFORE MISSION ENGAGES SECOND GEAR. THROTTLE OFF WILL DROP MOD. PRESSURE BELOW SPRING PRESSURE DUE TO CLOGGED FILTER SCREEN.

REGULATOR & MAIN VALVE BODY SCREEN FAILURES

ATM # 8027653



MVB Screen forced through separator plate.

'01M TL (Mr. Haga's car)

- ATM # B7WA-8027653
- 32,595 miles

Plate Roughness

Ra = 0.355 (2 Plate Ave.)

Rpm = 1.2



MVB SCREEN

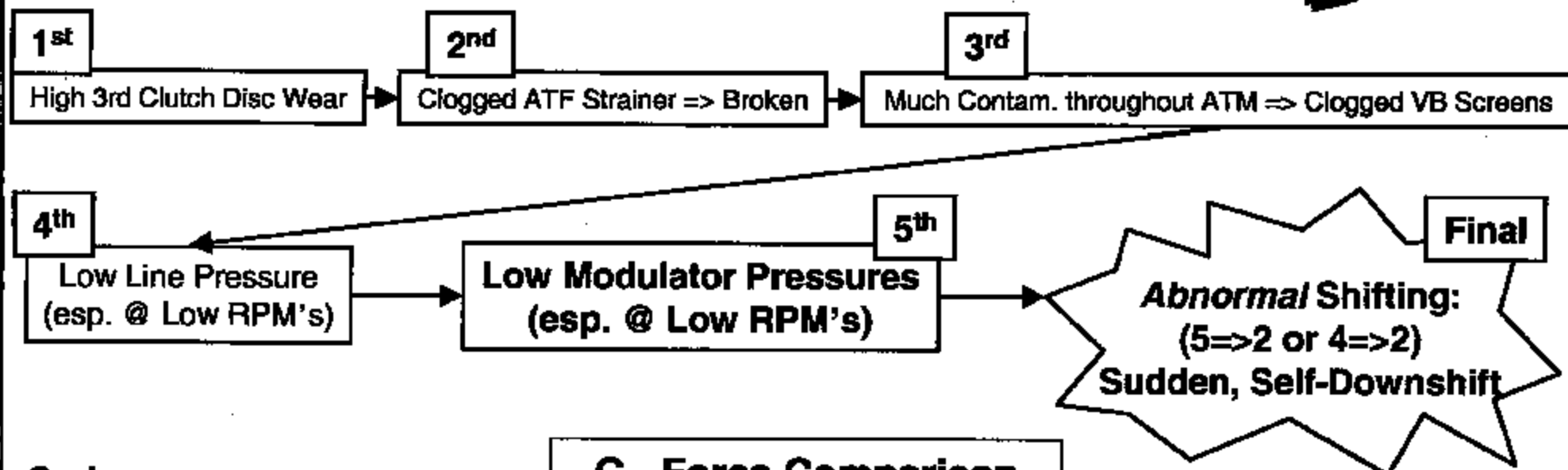
Note: All 3 ATM's had similar contamination & screen clogging conditions.

MQ Analysis Report Summary Info.

"Sudden, Self-Downshift" Problem

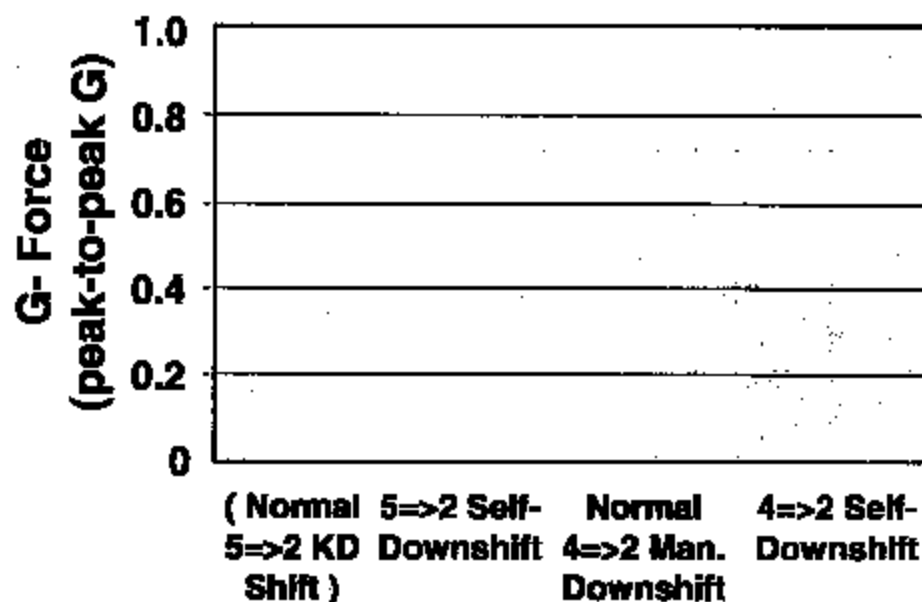
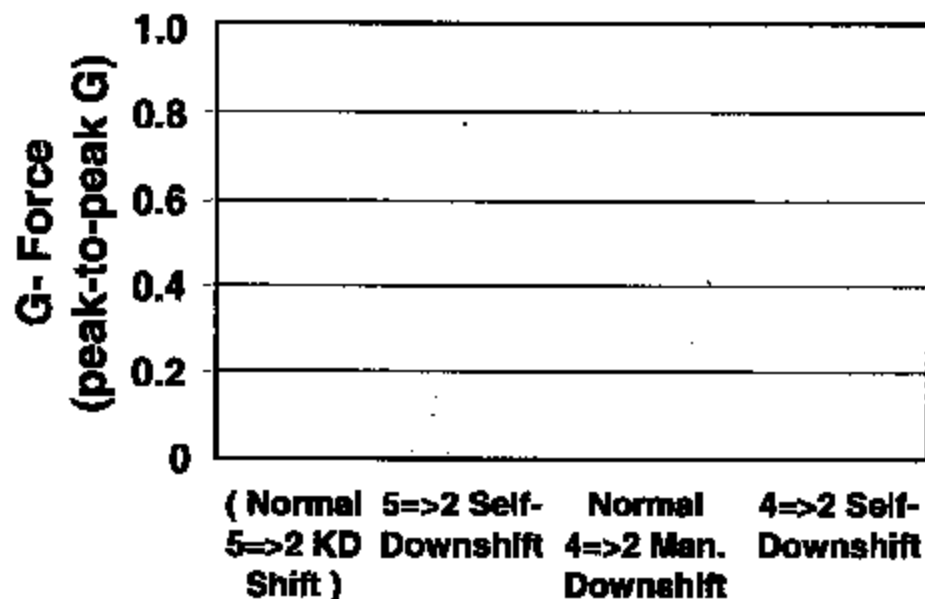
Draft

Basic Failure Mechanism:



Seriousness:

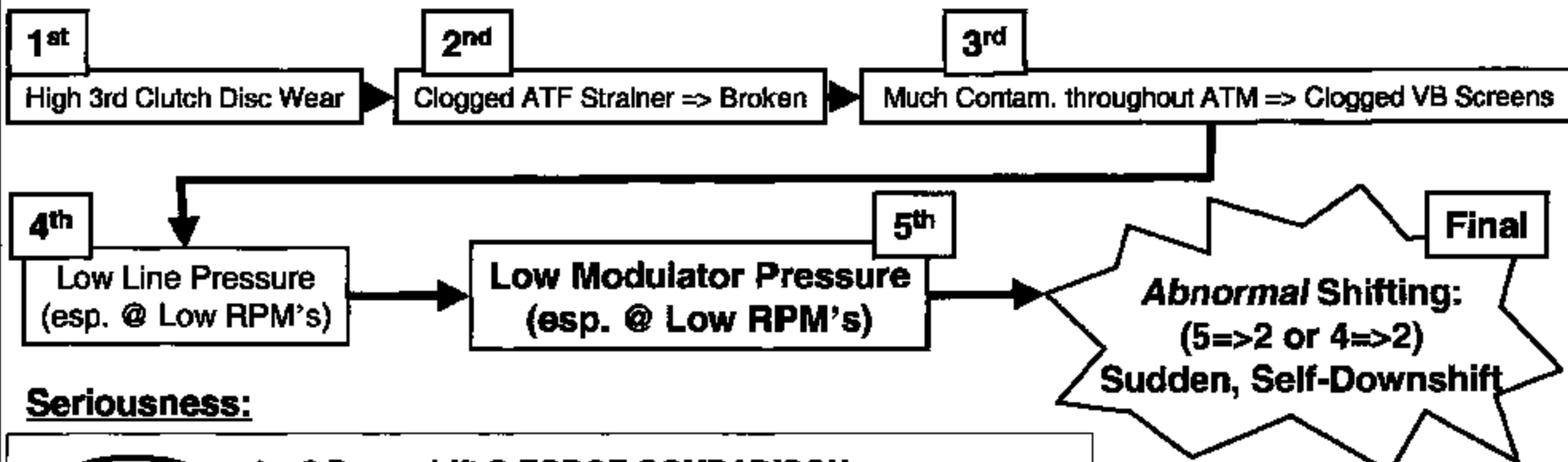
G - Force Comparison



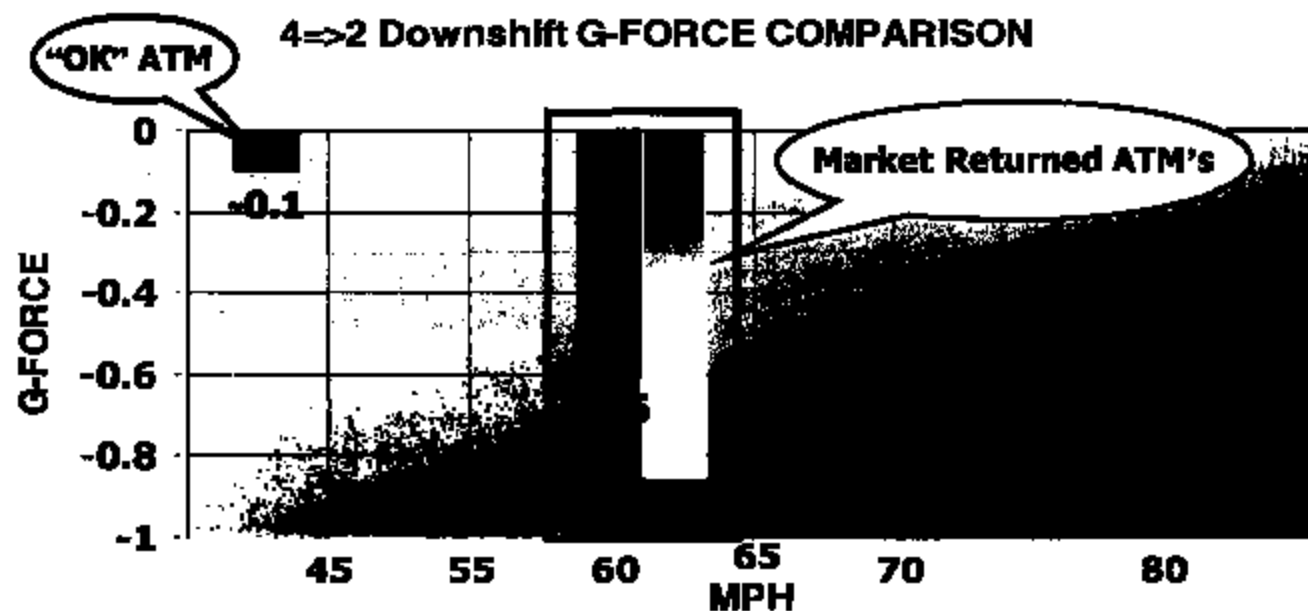
MQ Analysis Report Summary Info.

"Sudden, Self-Downshift" Problem

Basic Failure Mechanism:



Seriousness:



$$\frac{\Delta G}{\Delta T} = \frac{0.1}{0.2} = 0.5 \frac{G}{S}$$

$$\frac{\Delta G}{\Delta T} = \frac{0.6}{0.2} = 2.46 \frac{G}{S}$$

$$\frac{\Delta G}{\Delta T} = \frac{0.85}{0.2} = 4.25 \frac{G}{S}$$

Tires will chirp.

QAH-T Top Problem Investigation

5AT 3rd Clutch Burning

HTM MQ
ATM Steering Committee Mtg.
Oct. 3, 2002

Agenda:

HTM



1.) What is the problem?

2.) 5AT 3rd Clutch Market Situation (TL, CL, Odyssey, MDX)

3.) Cause Analysis

4.) Timeline (What, When)

5.) HTM MQ Testing

6.) Future Schedule

7.) Conclusion

HRA-O 8.) Report

ALL 9.) Q & A

HTM MQ

Date: 9-23-02

J.Wauben

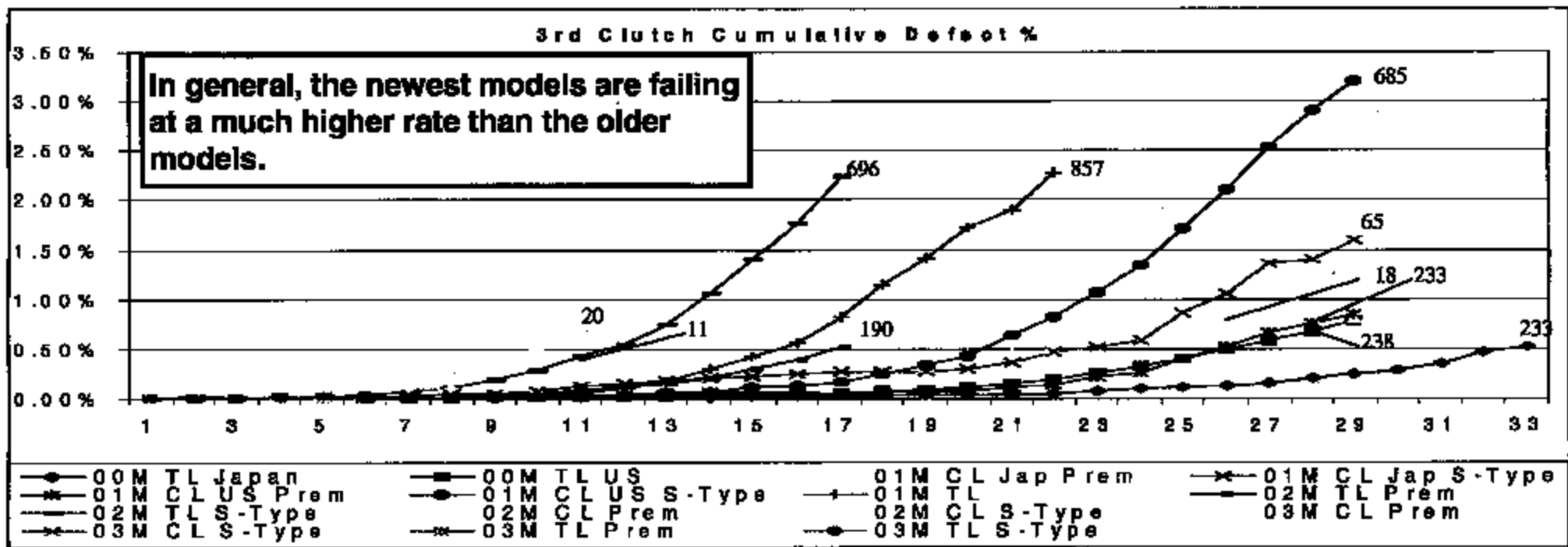
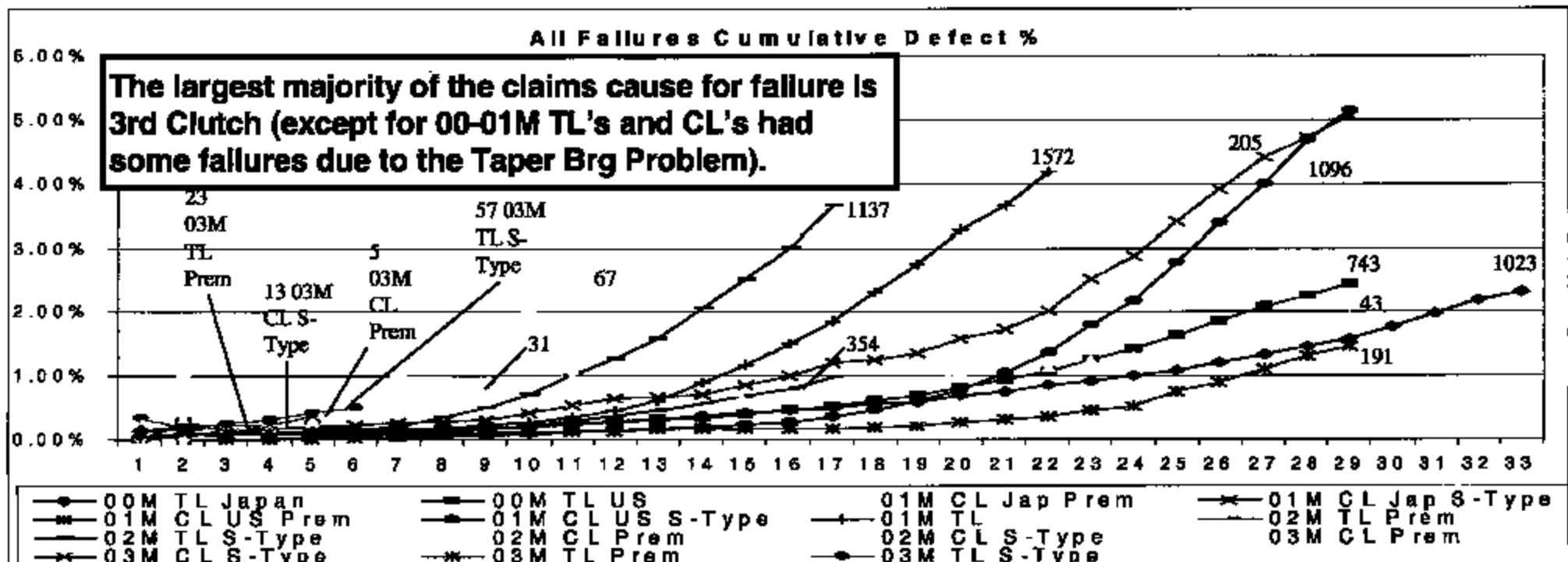
J.Wise

5AT 3rd Clutch Failures - Current Situation and 7yr Extended Warranty Impact Forecast

Cumulative Defect %

Data as of 7/29/02

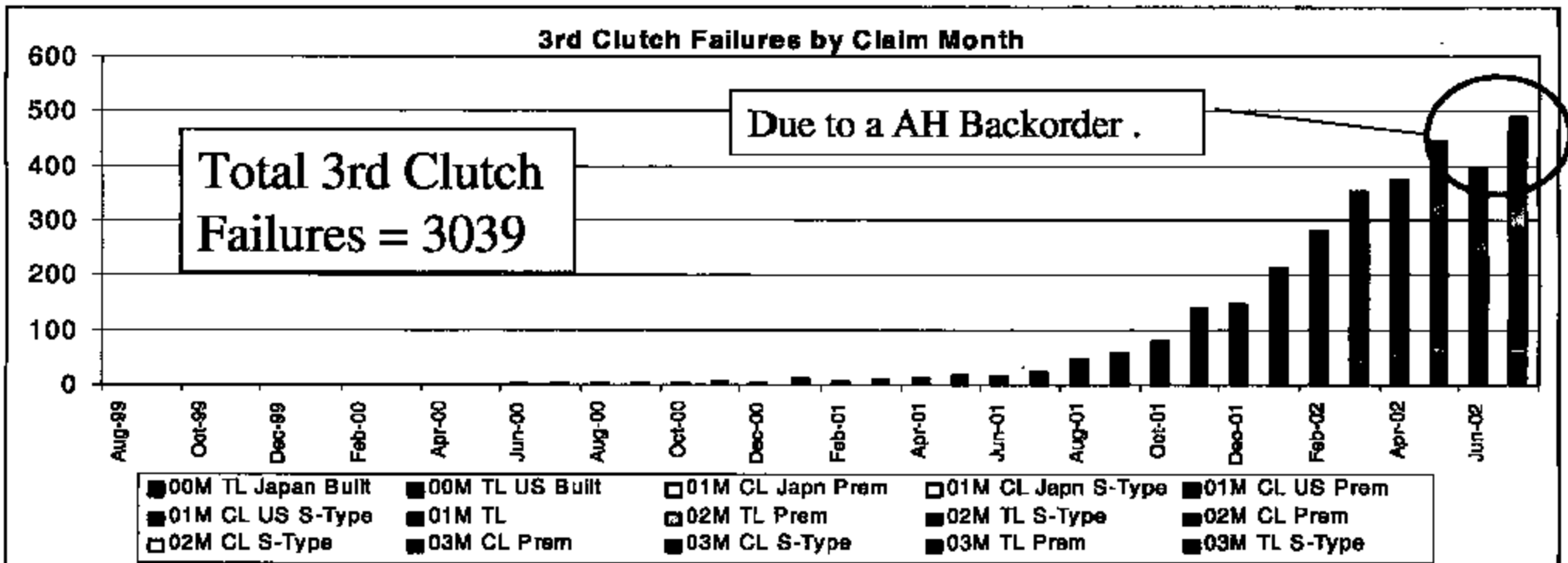
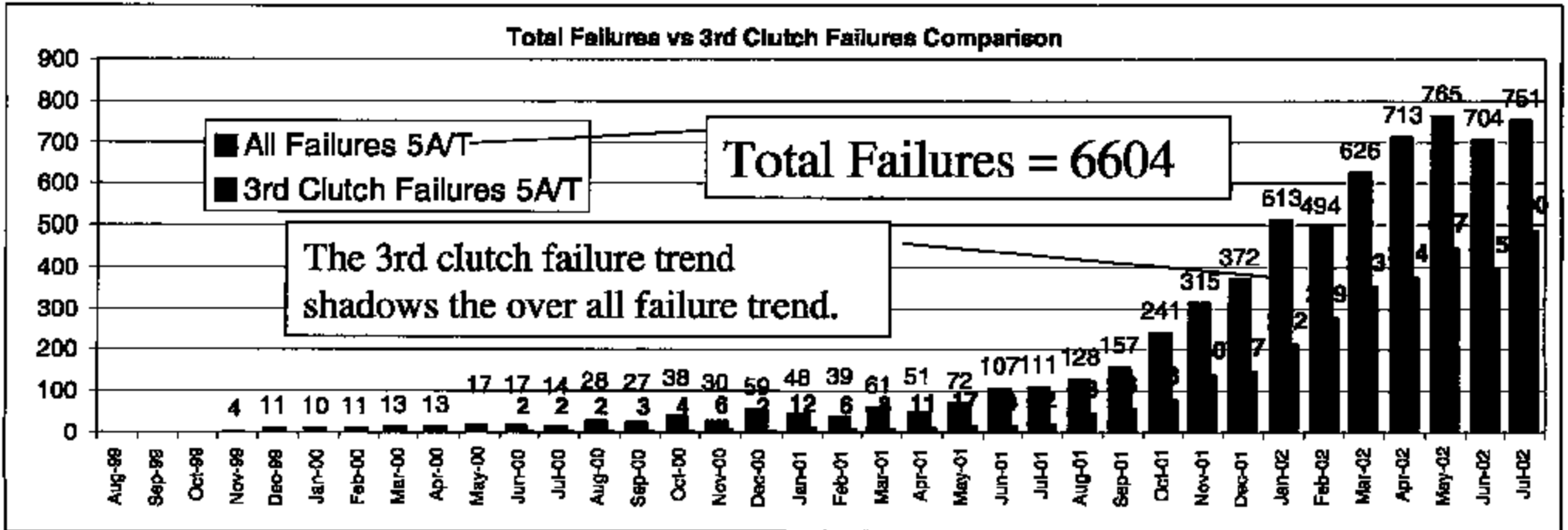
Data from RPO Data Bases and DB2 Tables HTM MQ J.Wauben



Claim Month

Data as of 7/29/02

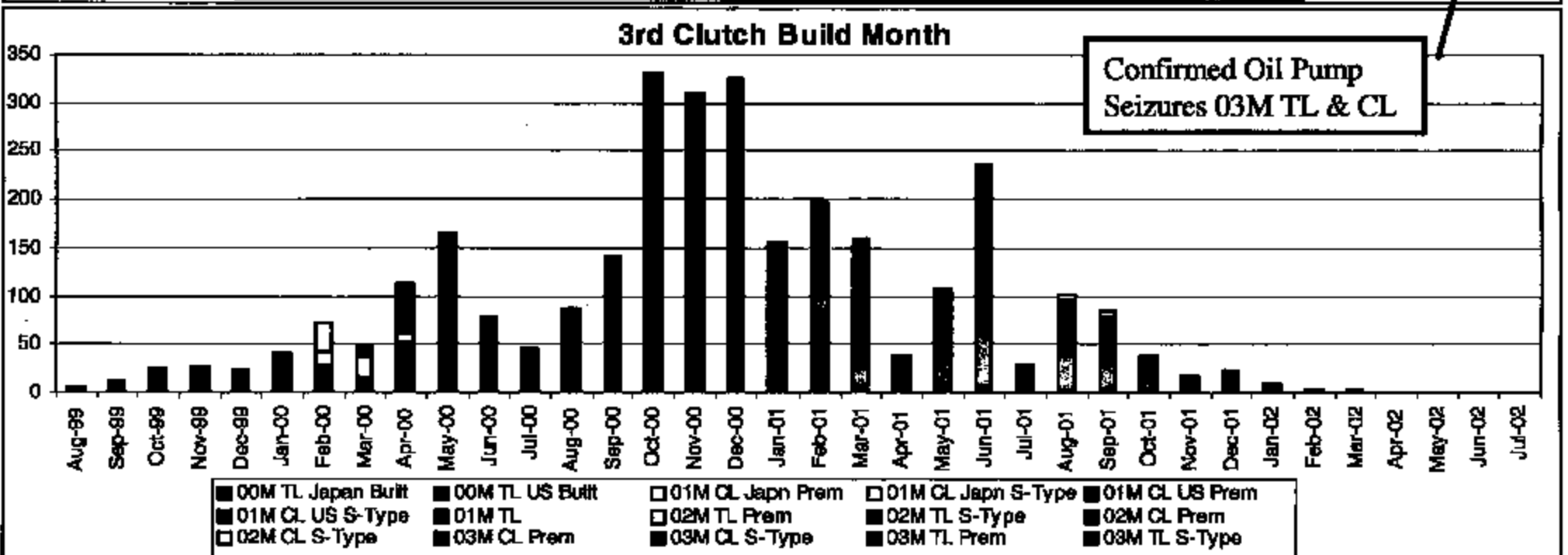
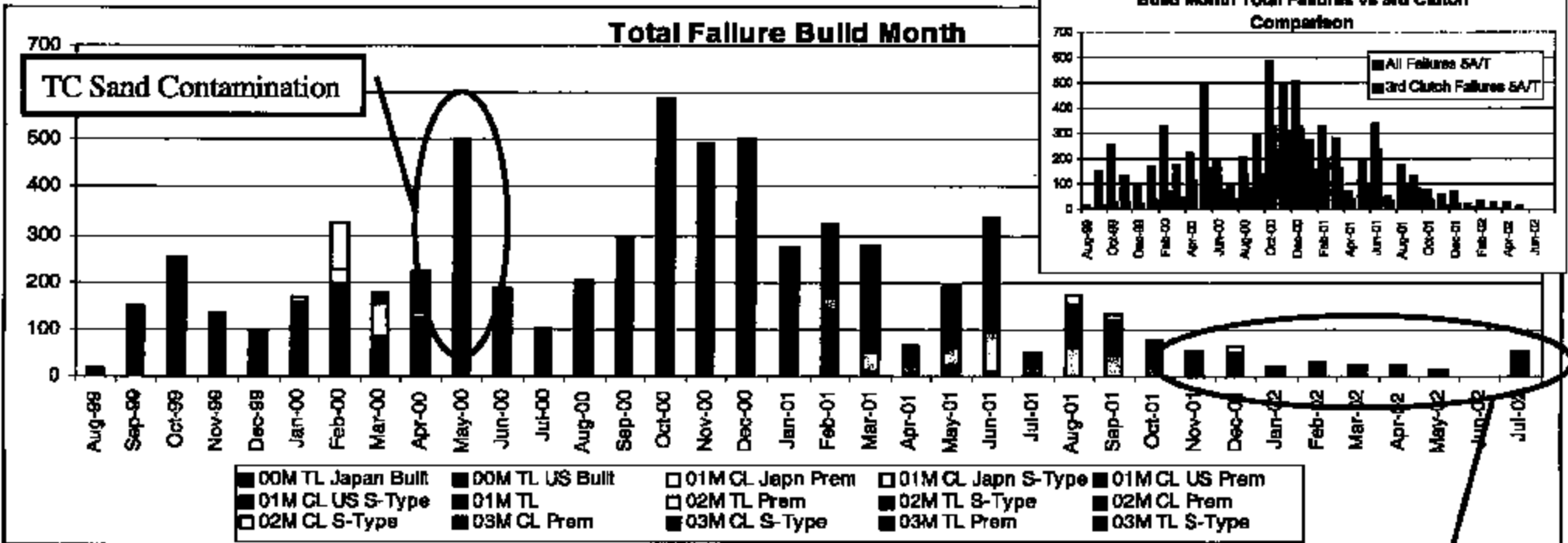
Data from RPO Data Bases and DB2 Tables HTM MO J.Wauben



Build Month

Data as of 7/29/02

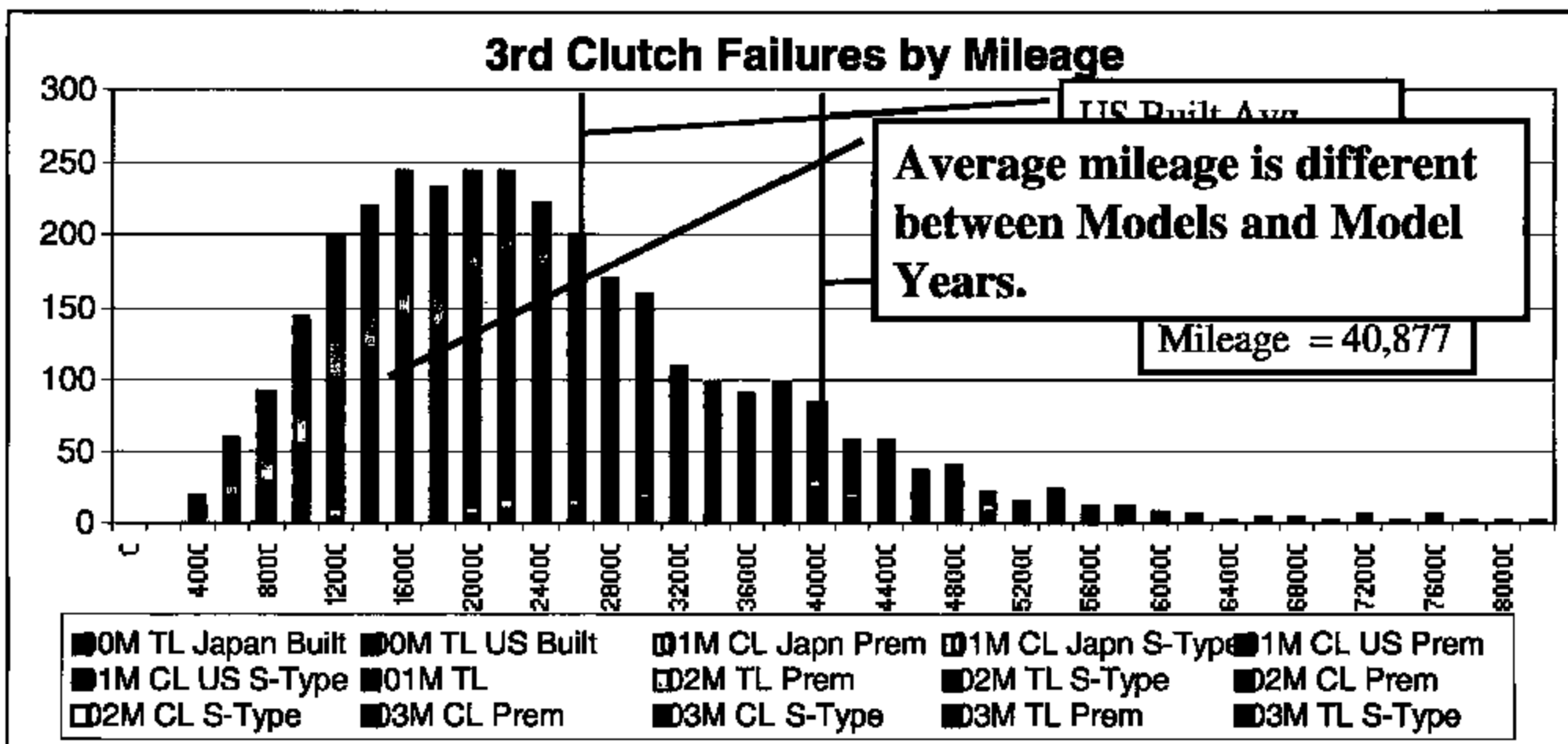
Data from RPO Data Bases and DB2 Tables HTM MQ J.Wauben



Miles to Failure

Data as of 7/29/02

Data from RPO Data Bases and DB2 Tables HTM MQ J.Wauben



• **Average Combined Mileage = 33,723 Miles**

• **As the fleet gets older average miles to failure will increase.**

Sudden Downshift Update

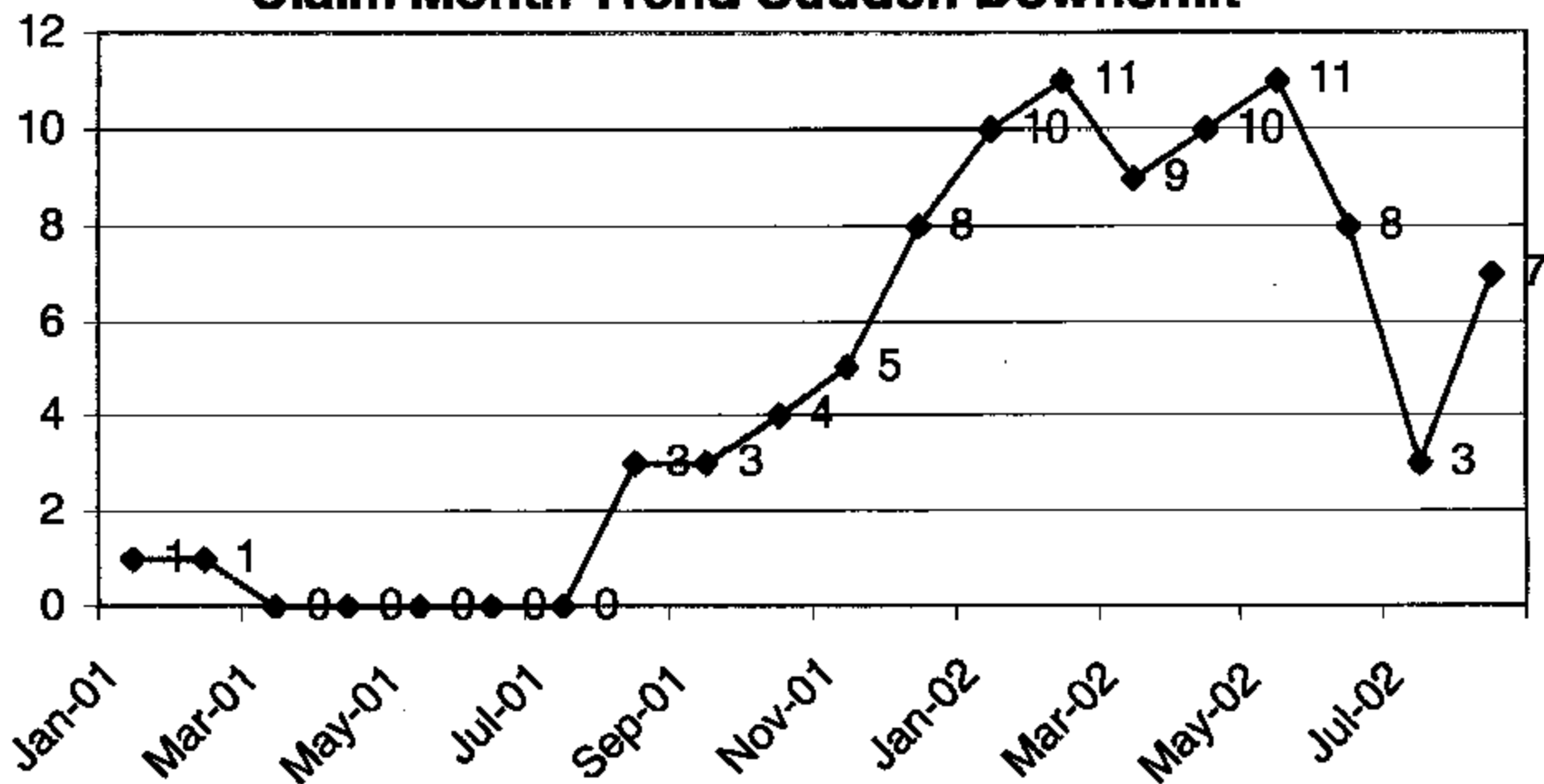
HTM/MQ

Date 9/11/02

Data From RPO Data Bases

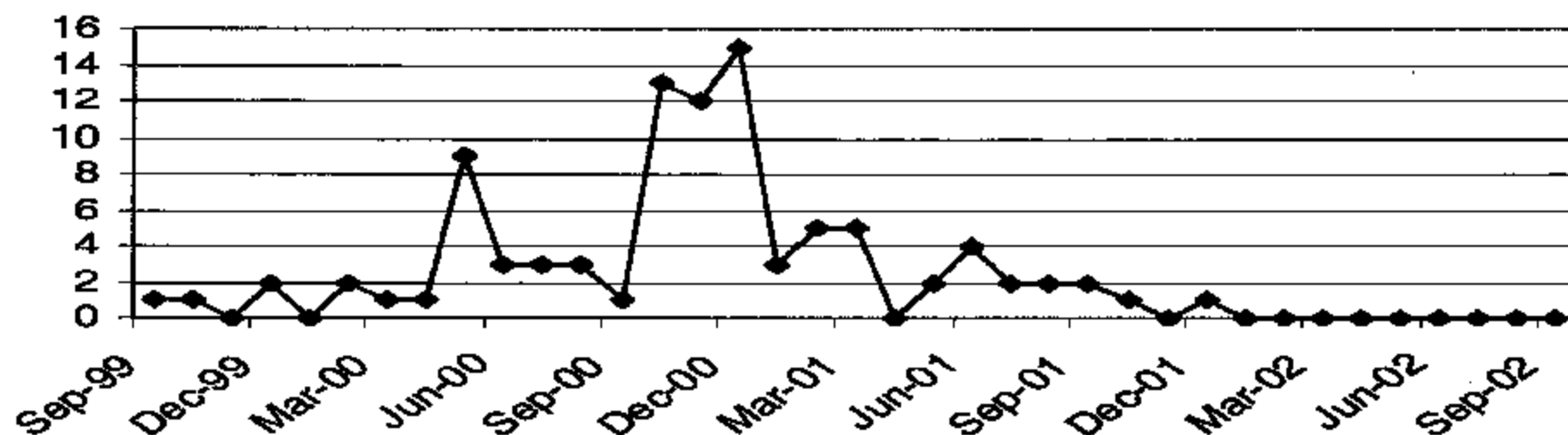
Claim Trends

Claim Month Trend Sudden Downshift

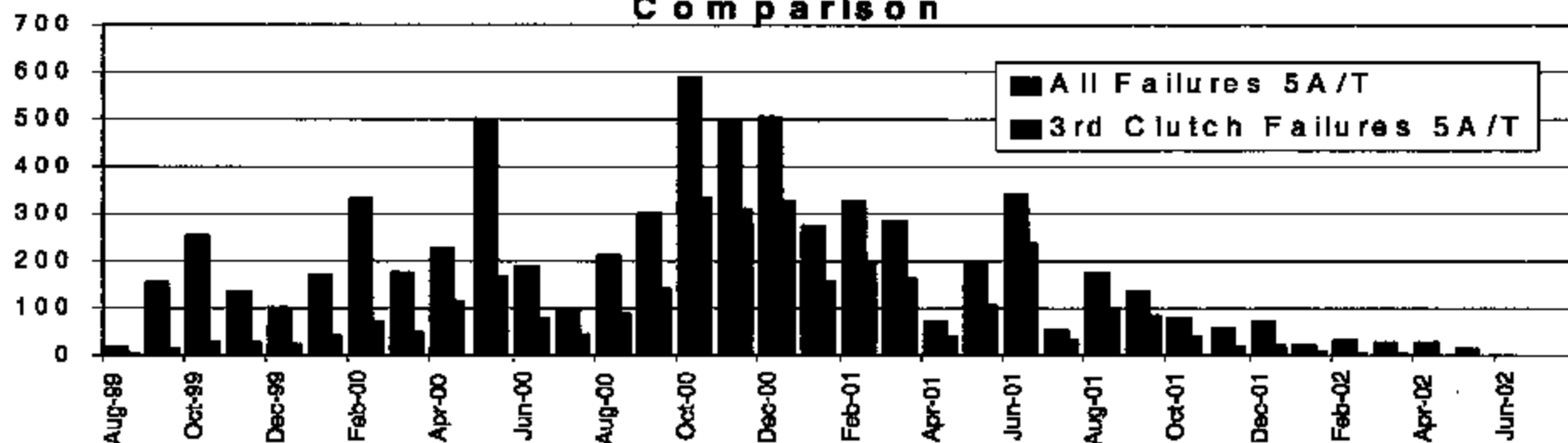


Build Trends

Build Month Sudden Downshift

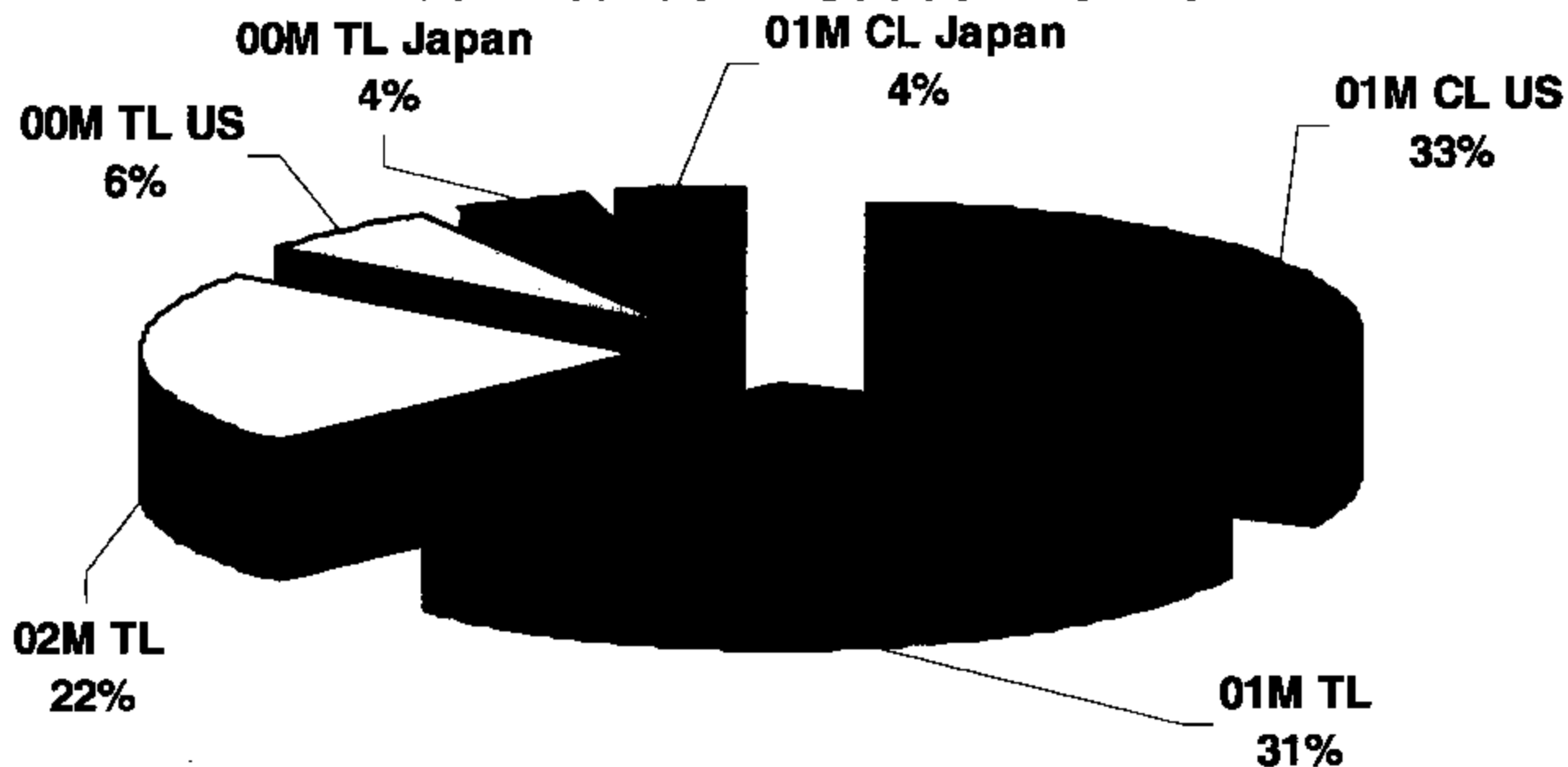


Build Month Total Failures vs 3rd Clutch Comparison



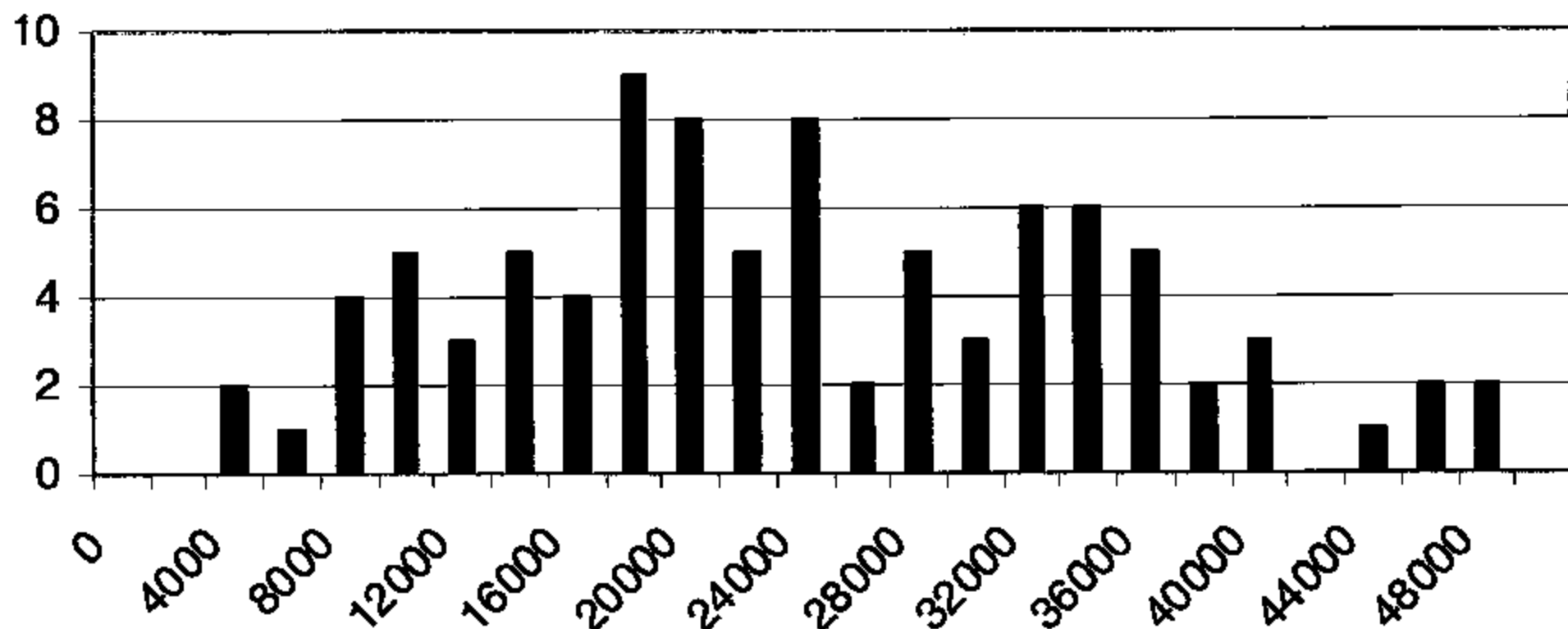
Per Model Breakdown

Model Breakdown Sudden Downshift



Mileage Trends

Failures by Mileage Sudden Downshift



02M Odyssey and 02M MDX 3rd Clutch Investigation

MQ/ HTM D.Abraham

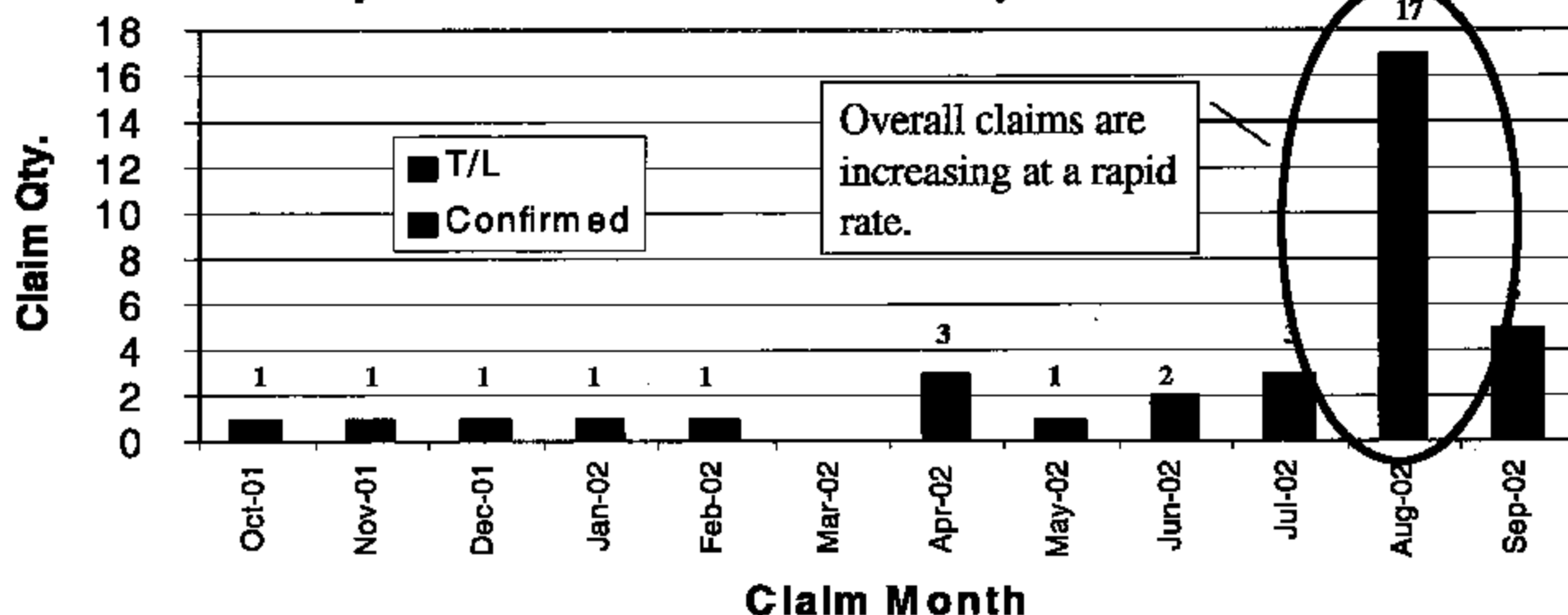
9/13/02

Data from RPO Data Bases and DB2
Tables

02M Odyssey 3rd Clutch Failures

RPO Data9/11/02 end
Known & TL Information
D.Abraham

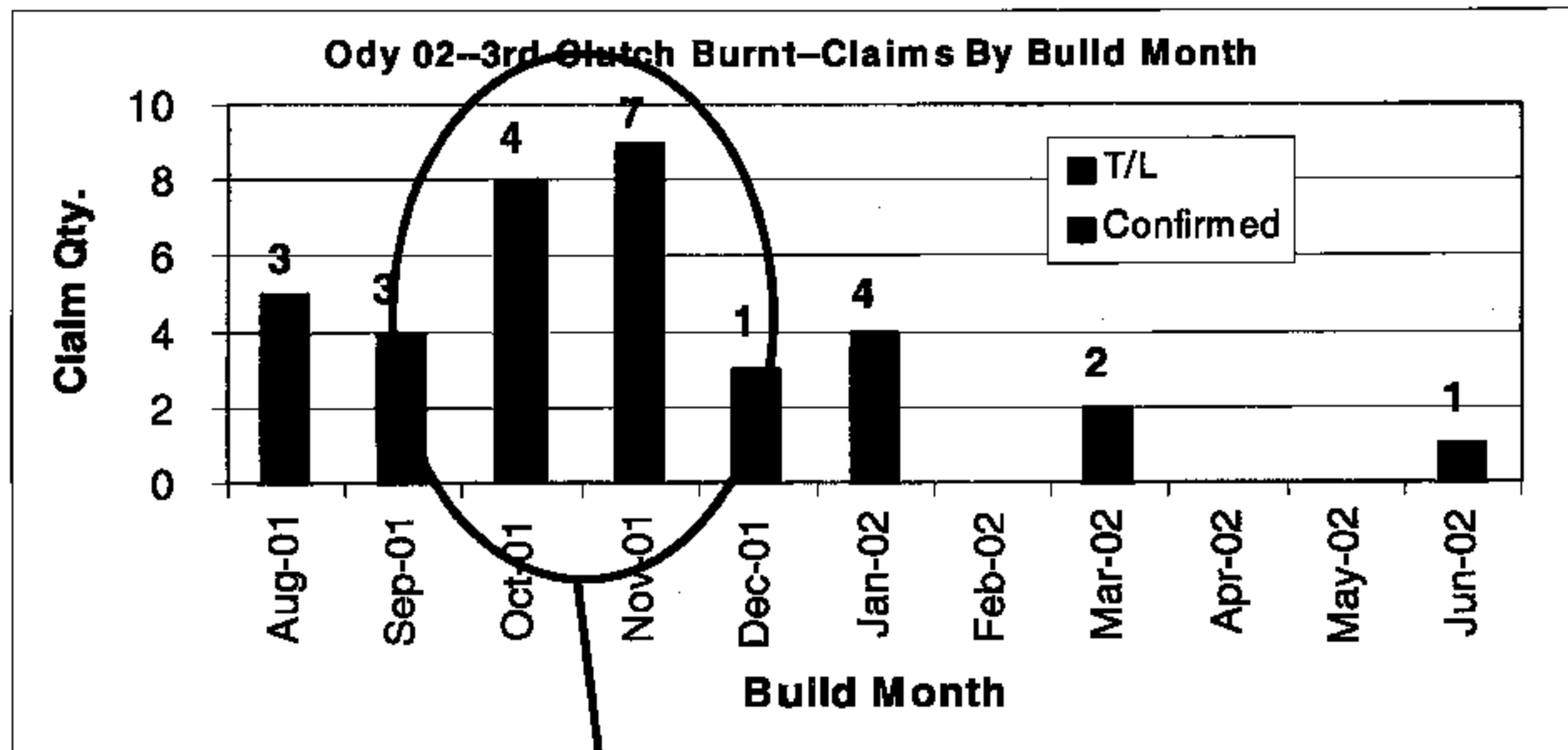
Ody 02--3rd Clutch Burnt--Claims By Claim Month



- Claims Confirmed By Analysis = 11
- Claims From T/L Review = 25
- Total Claims = 36

=> Currently MQ has "Direct Call-In" for all '02M Ody ATM's suspect for 3rd Clutch Failure, to do quick analysis.

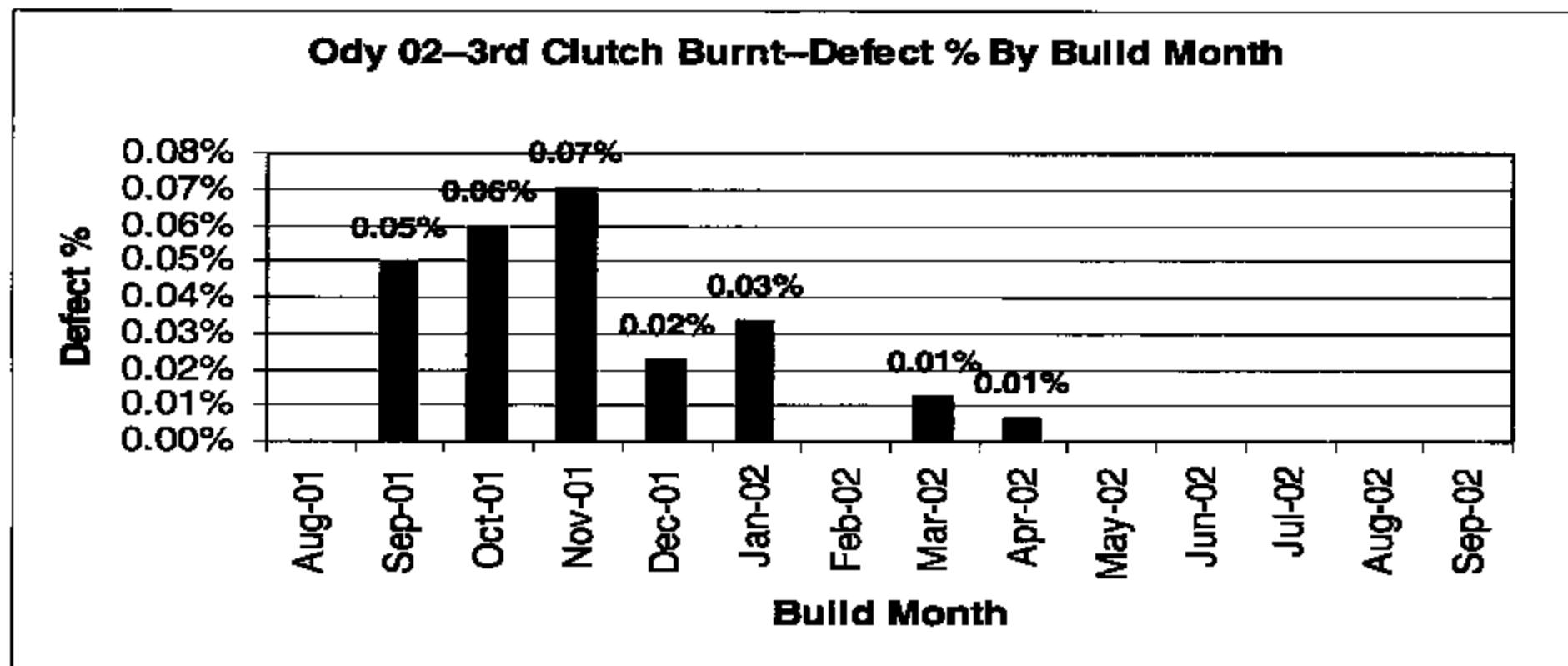
02M Odyssey 3rd Clutch Failures



- 47% of overall claims were built during Oct.-Nov. 01 period.
- This is an expected trend for 3rd Clutch failures with an average mileage of 15,804 .

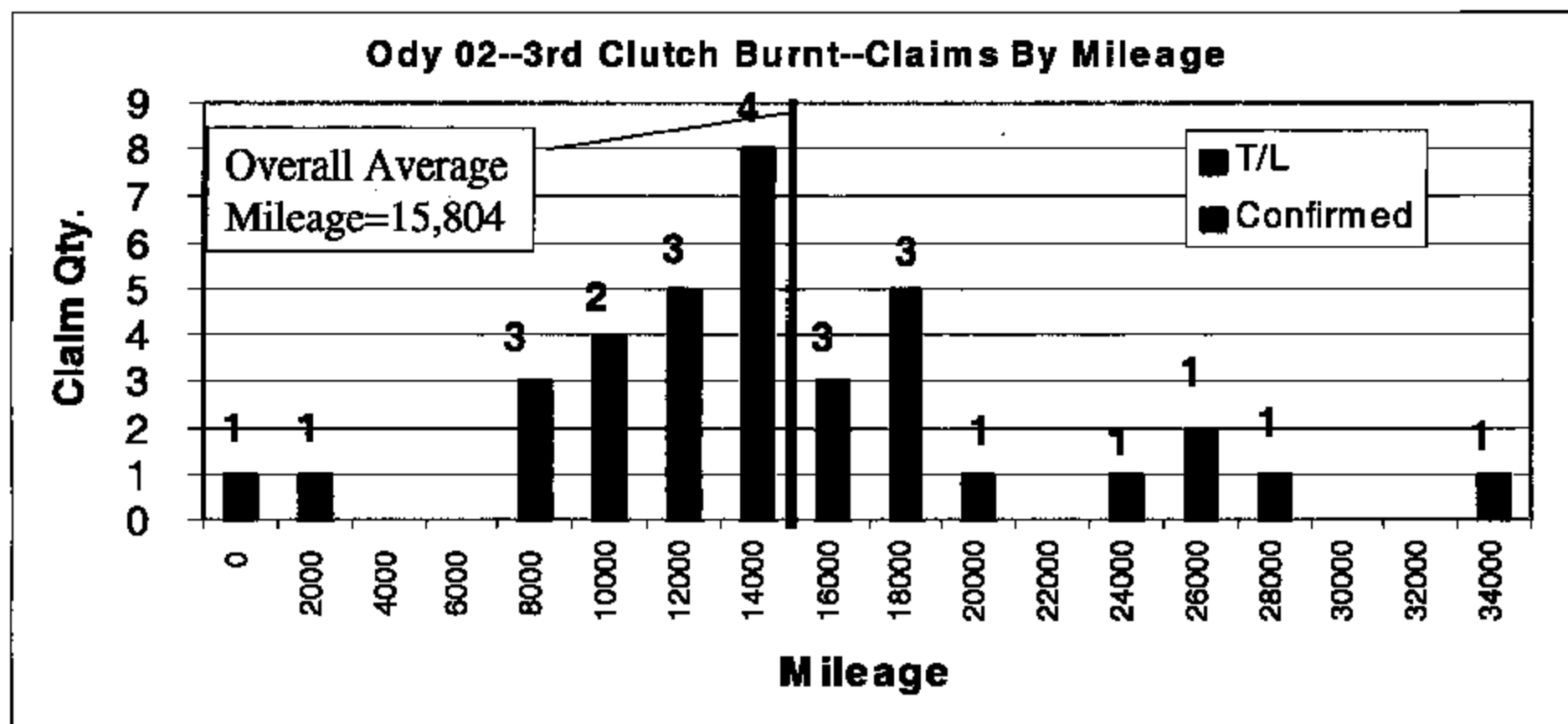
RPO Data 9/11/02 end
Known & TL Information

02M Odyssey 3rd Clutch Failures



- Based on monthly occurrences/monthly sales

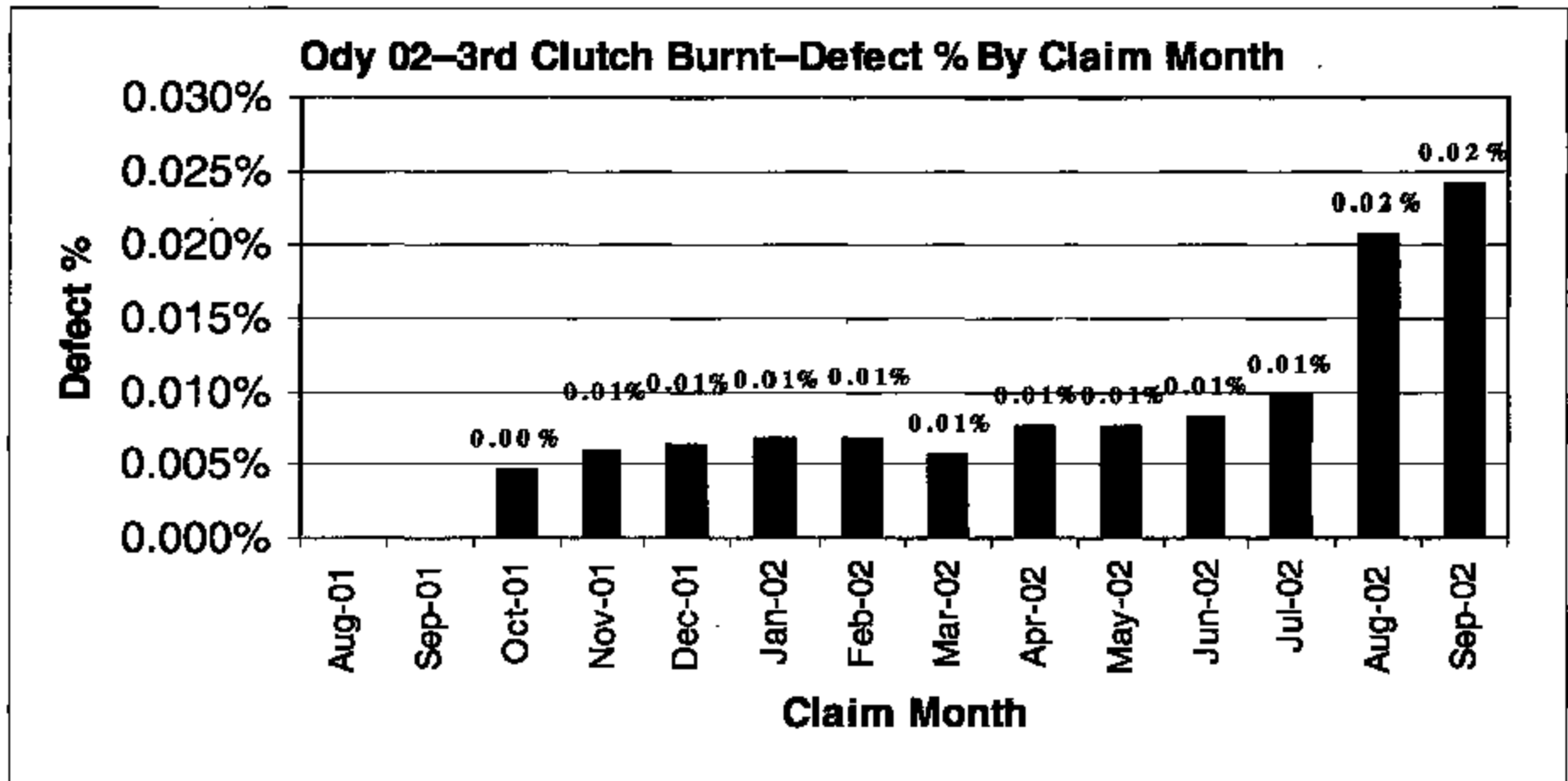
02M Odyssey Average Miles to Failure



- Confirmed Failures Avg. Miles to Failure = 15,511
- T/L Failures Avg. Miles to Failure = 15,933

RPO Data 8/31/02 end
Known & TL Information

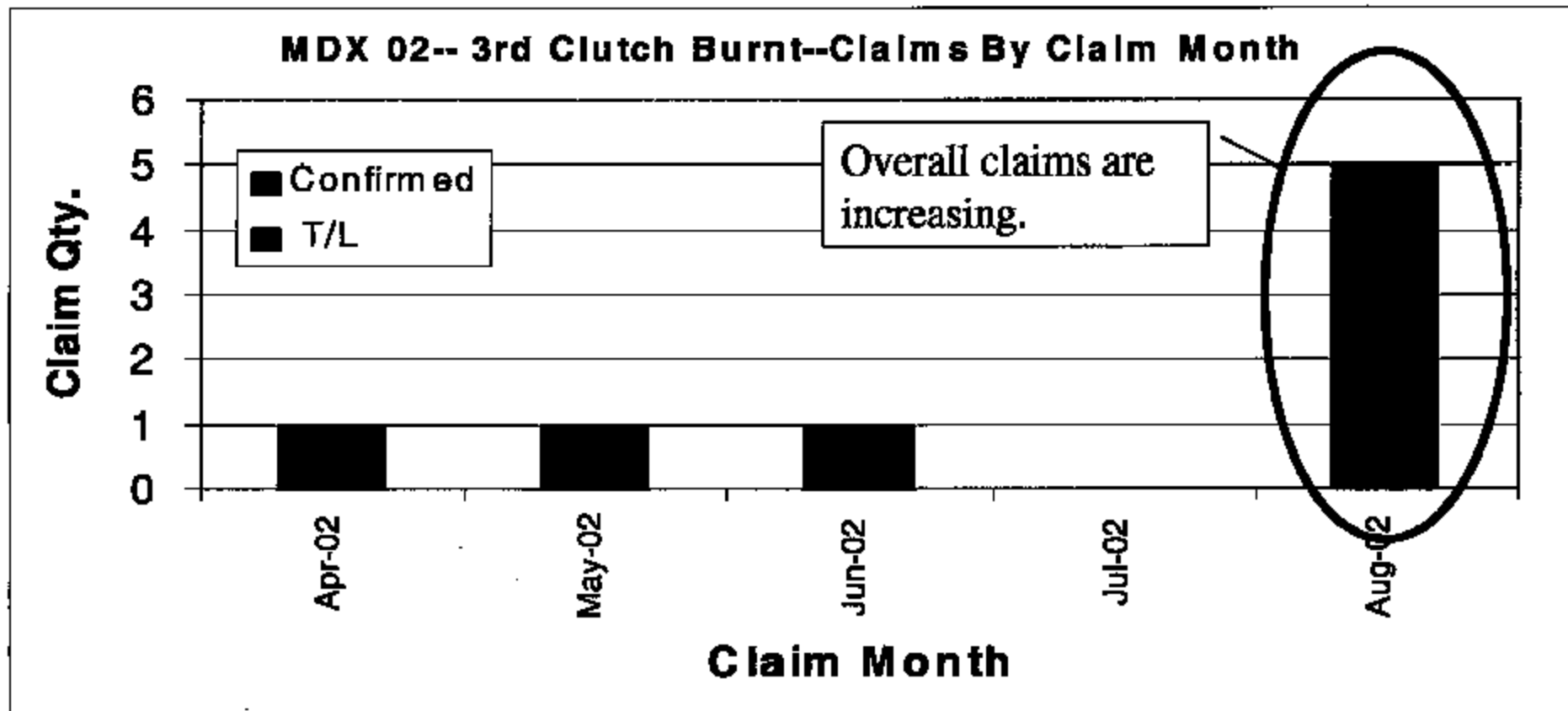
02M Odyssey 3rd Clutch Failures Defect %



- Based on cumulative occurrences/cumulative sales

02M MDX 3rd Clutch Failures

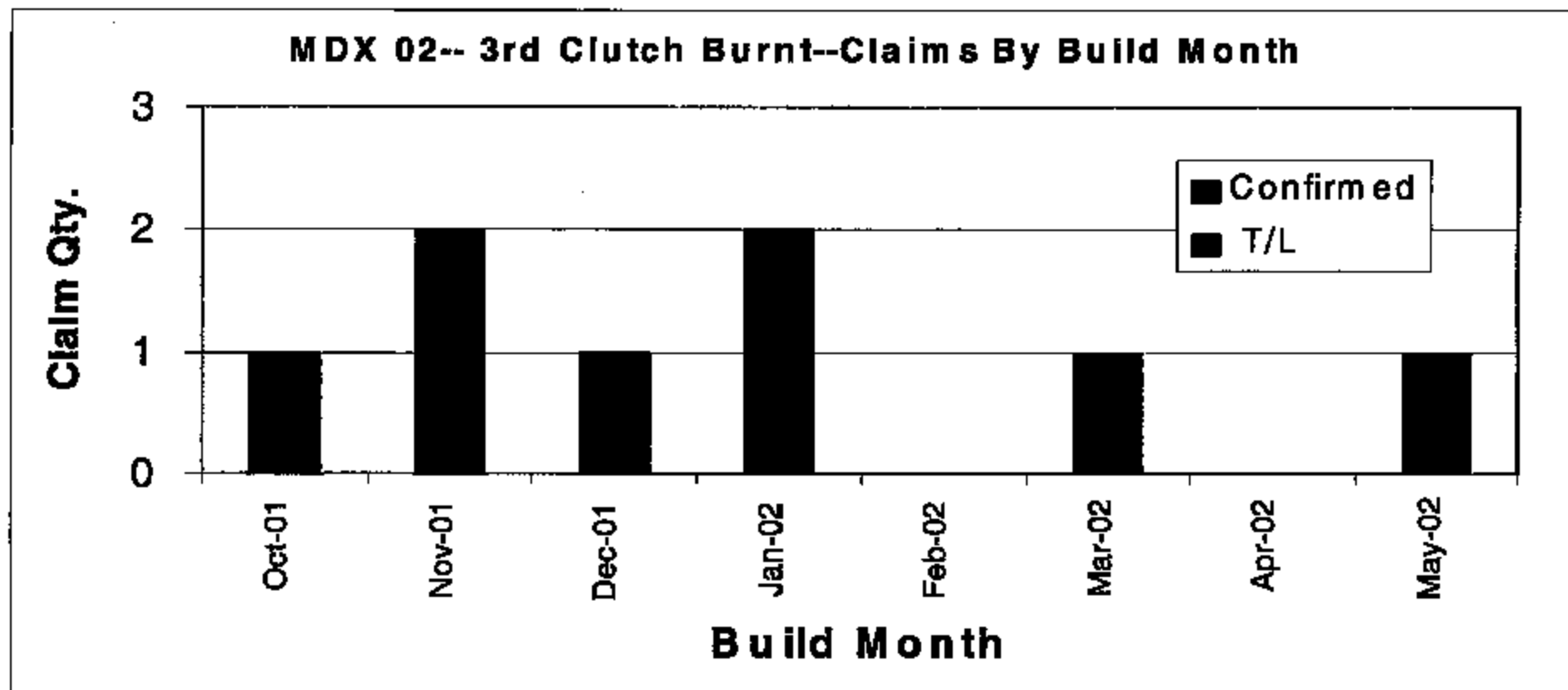
RPO Data 9/13/02 end
Known & TL Information



- Claims Confirmed By Analysis = 3
- Claims From T/L Review = 5 (On Call-in)
- Total Claims = 8

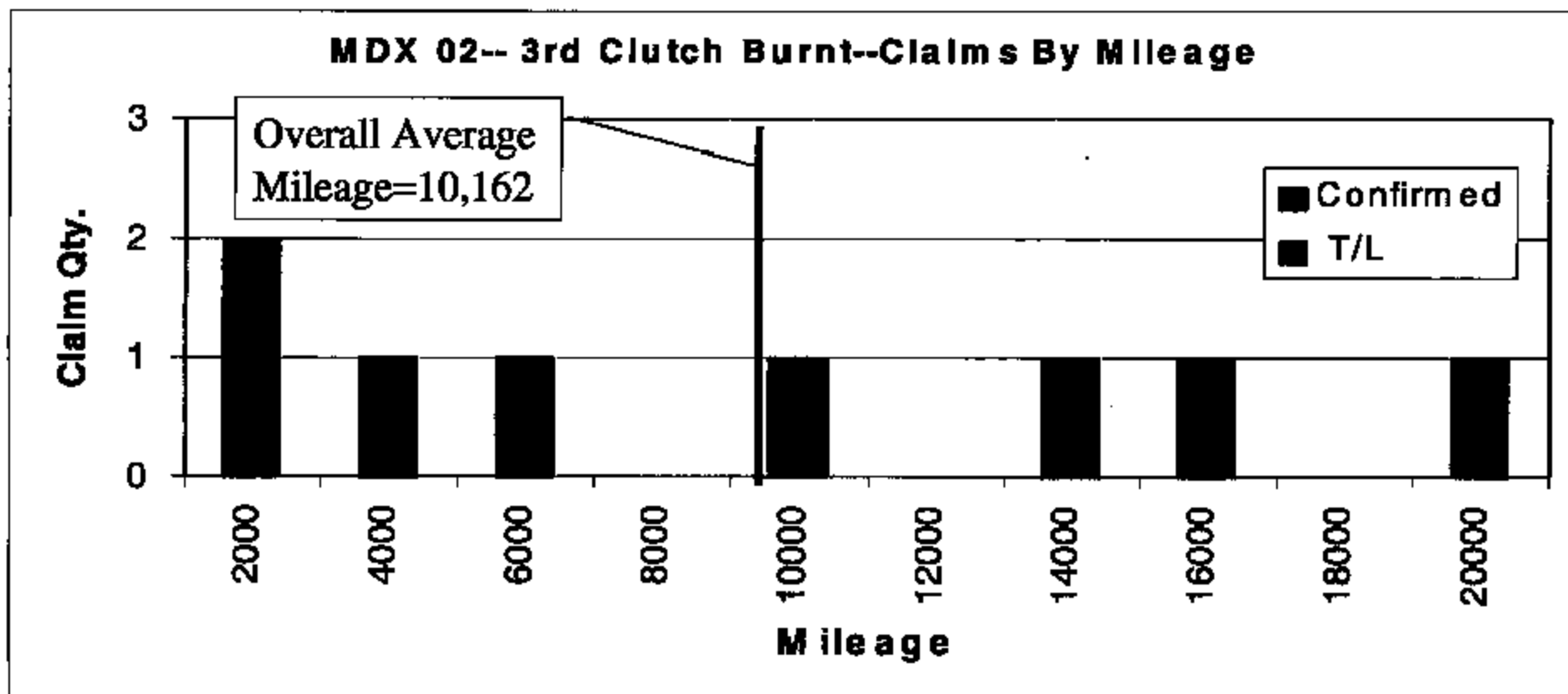
=> Currently MQ has "Direct Call-In" for all '02M MDX ATM's suspect for 3rd Clutch Failure, to do quick analysis.

02M MDX 3rd Clutch Failures



- Oct.-Nov. 01 were 02 MDX peak build months.

02M MDX 3rd Clutch Failures

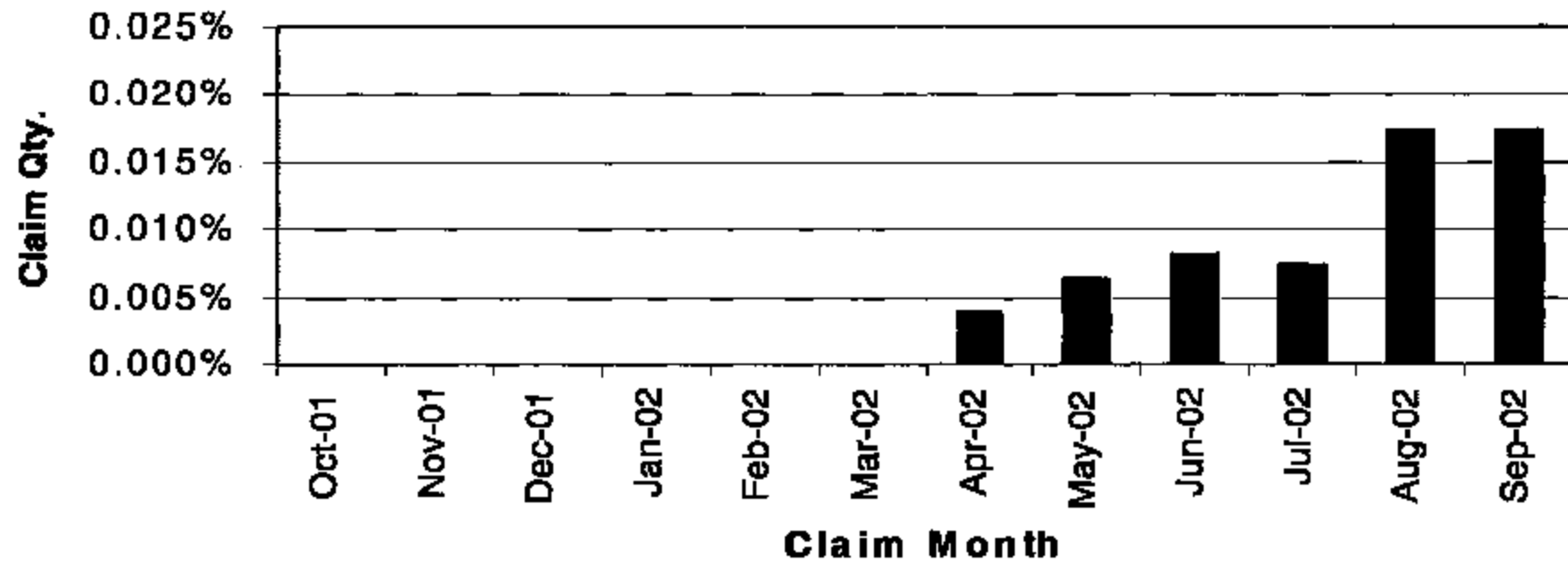


RPO Data 9/13/02 end
Known & TL Information

02M MDX 3rd Clutch Failures

MDX 02-- 3rd Clutch Burnt--Defect % By Claim Month

•Based on cumulative occurrences/cumulative sales

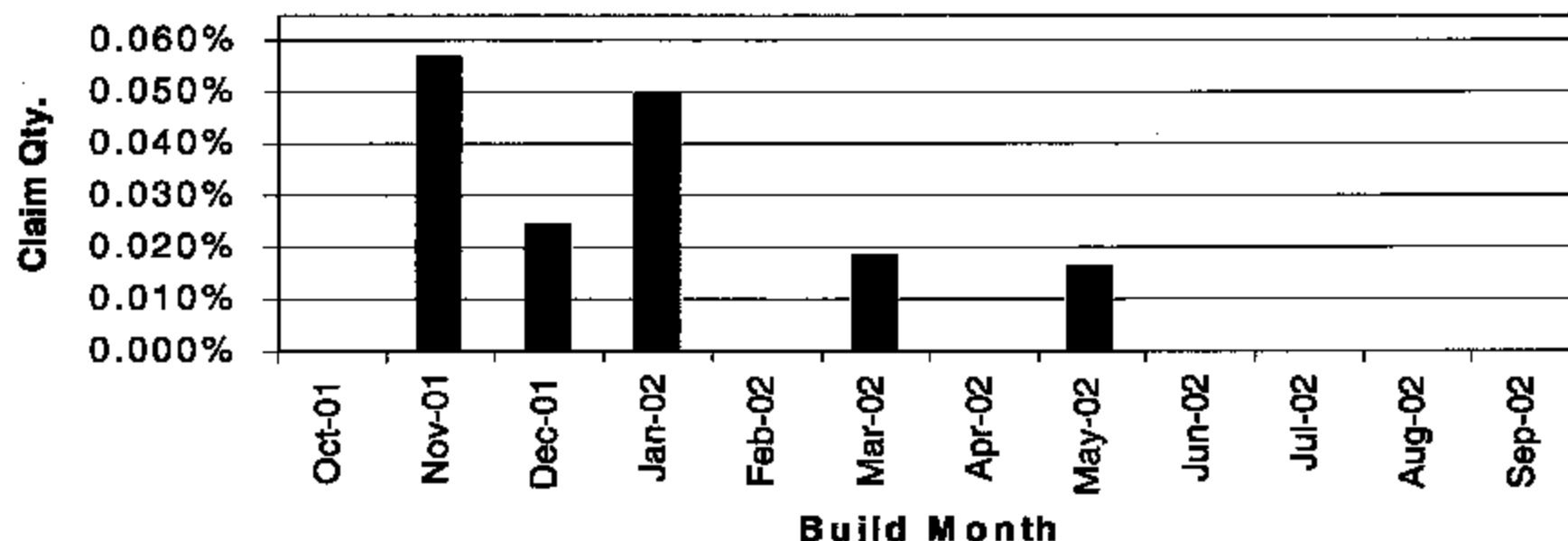


RPO Data 9/13/02 end
Known & TL Information

02M MDX 3rd Clutch Failures

MDX 02--3rd Clutch Burnt--Defect % By Build Month

•Based on monthly occurrences/monthly sales



RPO Data 9/13/02 end
Known & TL Information

QAH-T Top Problem Investigation

5AT 3rd Clutch Burning

HTM MQ
ATM Steering Committee Mtg.
Oct. 3, 2002

Agenda:

HTM



1.) What is the Problem?

2.) 5AT 3rd Clutch Burning - Symptoms - (See CCL, Oxbowway, MFDX)

3.) Cause Analysis

4.) Timeline (What, When)

5.) HTM MQ Testing

6.) Future Schedule

7.) Conclusion

HRA-O 8.) Report

ALL 9.) Q & A

Cause Analysis of 5AT 3rd Clutch Burning

FTA

Category

Factor

Confirmation Result

Judge

Initial
Burning

Spec.
Toughness

Lack of 3rd clutch lubricant.

Actual MP capacity of 1500cc or more has been secured

No problem

Excessive setting of Q/A

TC/CL were re-verified as OK compared to other models @ normal ATF temp.

No problem

Lack of 3rd clutch capacity.

Oil pressure & capacity of Market ATM's were confirmed as OK (@ HTM)

No problem

Mfg.
(Parts)-
Related
Items

Excess clutch clearance.

Parts made in high occurrence months were confirmed as OK (@ HTM)

No problem

NG disengagement in 3rd.

Clutch piston & oil pressure of Market ATM's were checked as OK

No problem

NG disengagement in 2,
4 and 5th

Parts made in high occurrence months were confirmed as OK (@ HTM)

No problem

Plate Roughness is high.

US-made plates had worse surface roughness than JPN plates.

Increase in
initial wear

3rd
Clutch
Burning

User
Condition
(shifting)

High Plate temperature.

Heat accumulation due to continuous 3-2KD/2-3 Upshifting.

Large wear

Excess Heat Generation

Identified high Q/A (=160) @ low ATF temp. 2→3 upshift.

Large
initial wear

Deterioration
from long use

Spec.
Toughness

Lack of 3rd clutch
lubrication.

Study effect of more lubrication oil to reduce long-term wear.

HGT: Not large
factor

Lack of toughness against
flare.

Comparison to other models during development was OK

No problem

'01 ATF performance less
than '89 ATF.

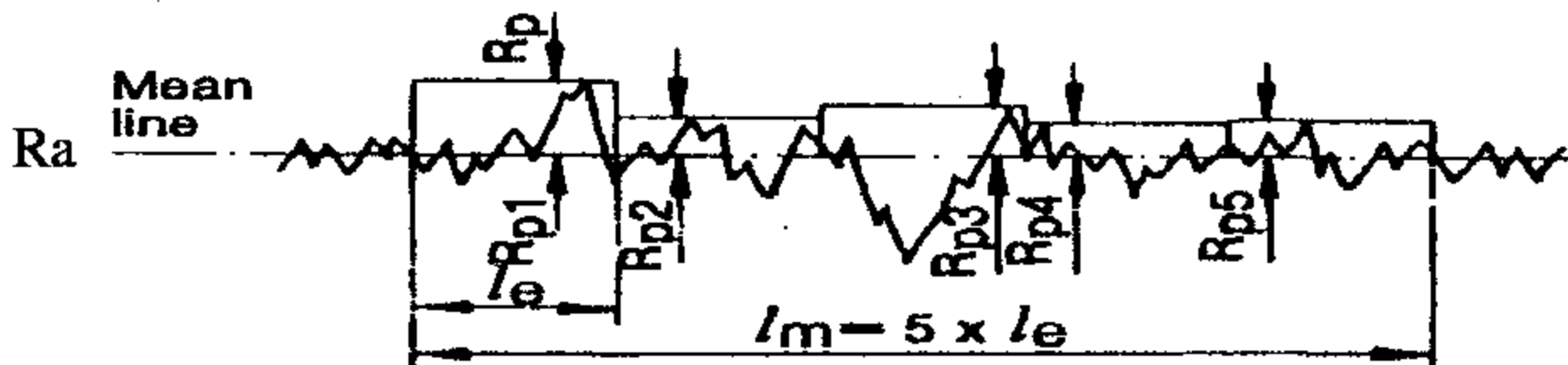
Study effect on clutch wear.

No problem

C/M Status: Plate Roughness Spec. [Ra, Rpm]

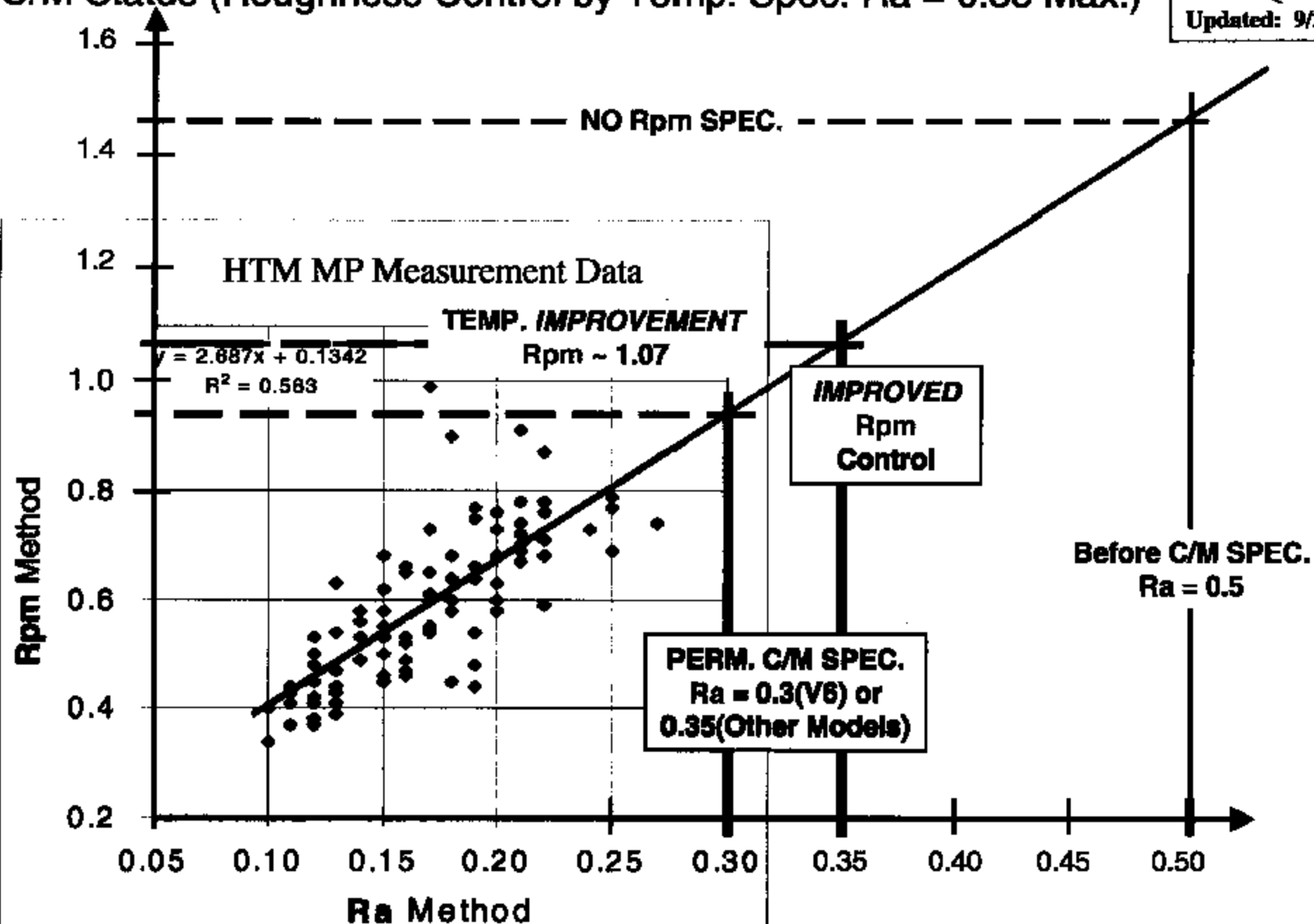
Spec. Name	Roughness Definition	Detail	Spec. Changes		
			Old	Temp. C/M*	Final**
Ra	Overall Ave.	----	0.5	0.35	0.35 for All Models except 0.3 for V6 Models
Rpm	Ave. Peak Height above Ra line. (DIN 4762)	Arithmetic ave. value of the 5 single highest peaks (R_{p1} - R_{p5}), similar to R_z (in DIN 4768 Spec). The 5 highest peaks come from "center line" of the filtered roughness profile from sampling length l_e .	Considering 0.85 Spec.		

(*) = Temp. C/M (Applied 3/20/02 ~ Present); (**) = Decision for Perm. C/M. (Apply Sept/end)



C/M Status (Roughness Control by Temp. Spec. Ra = 0.35 Max.)

HTM MQ
Updated: 9/27/02



Conclusion: Temp. C/M Spec. (Ra=0.35) is controlling to a better Rpm level.

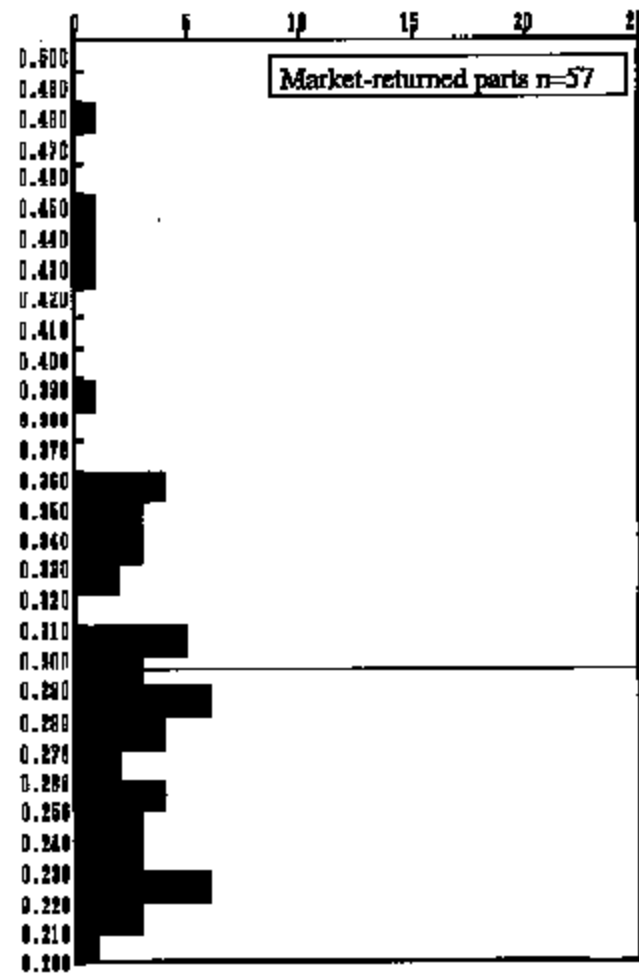
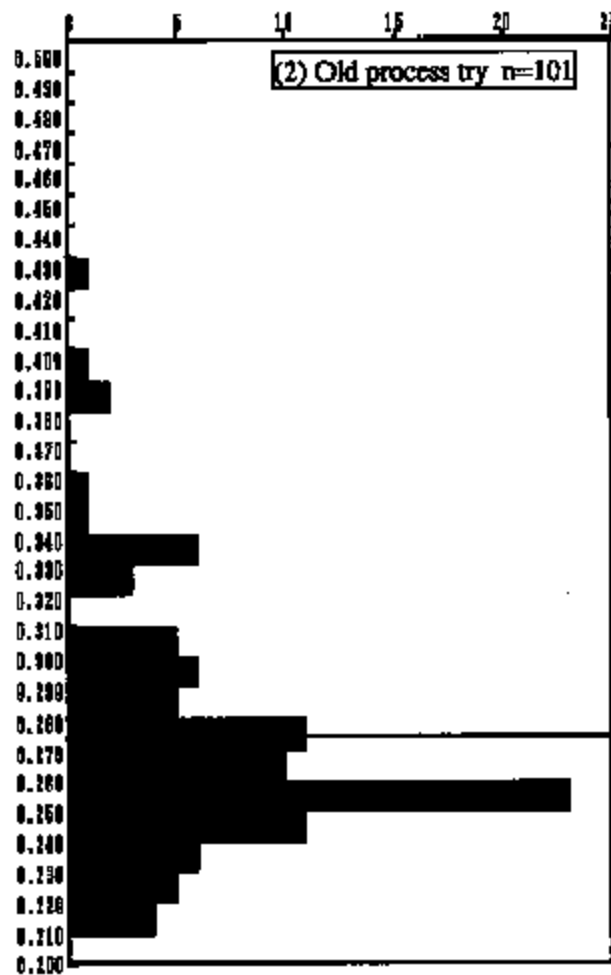
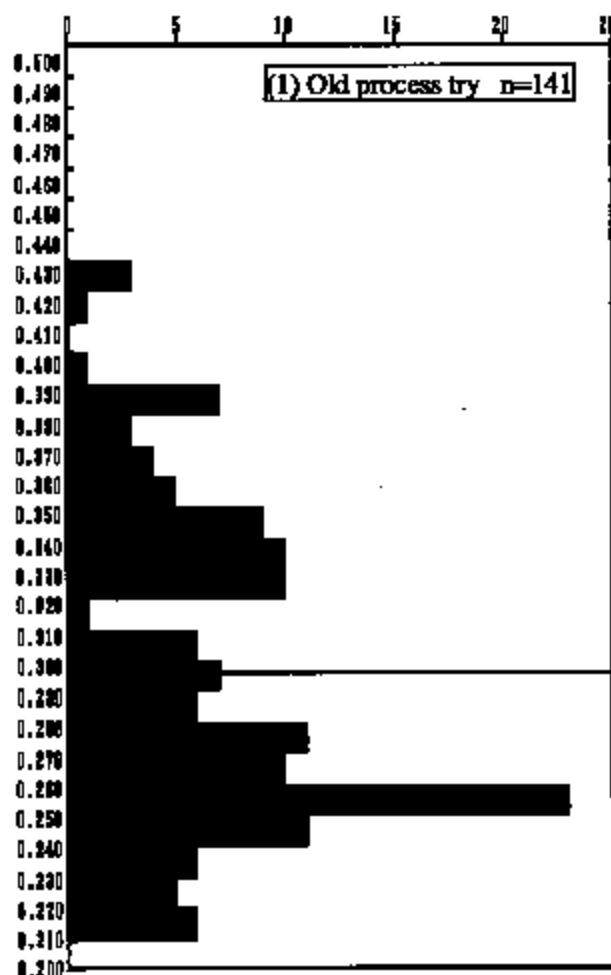
Clutch Plate S/Roughness Distribution Comparison between Old Process Re-Creation Test Parts and Market-Returned Actual Part

* Old process try parts were measured at FCC/Market-returned parts were measured by HTM PQ.

• (1) is the total measurement data on try parts with the old process. (Every 10th plate through 500th plate and then every 100th plate after 501st / (2) is data on every 50th plate.

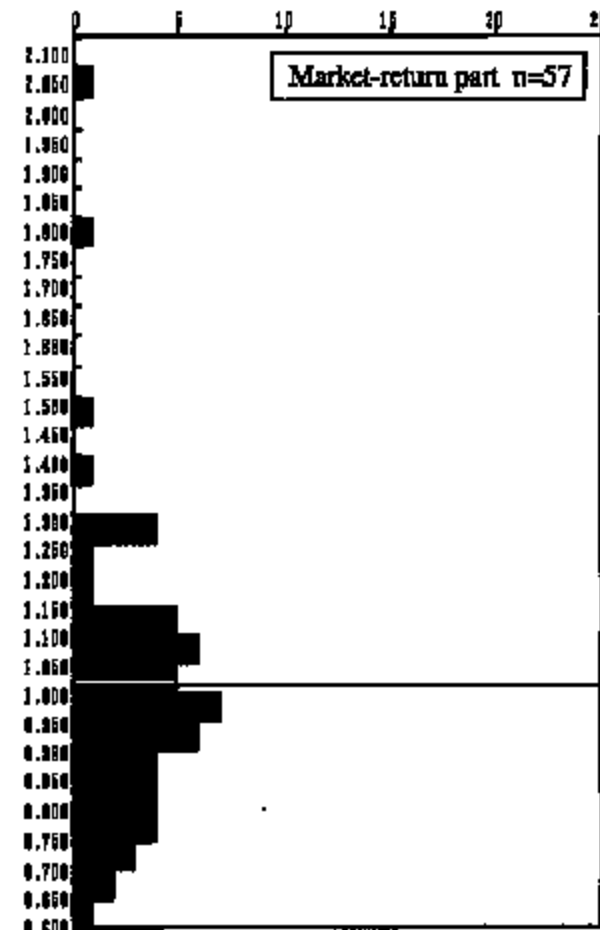
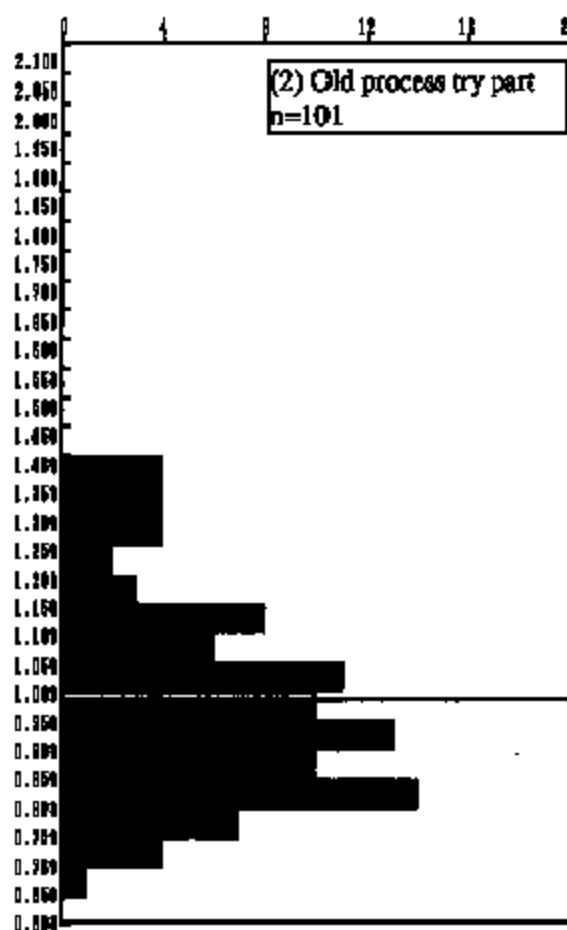
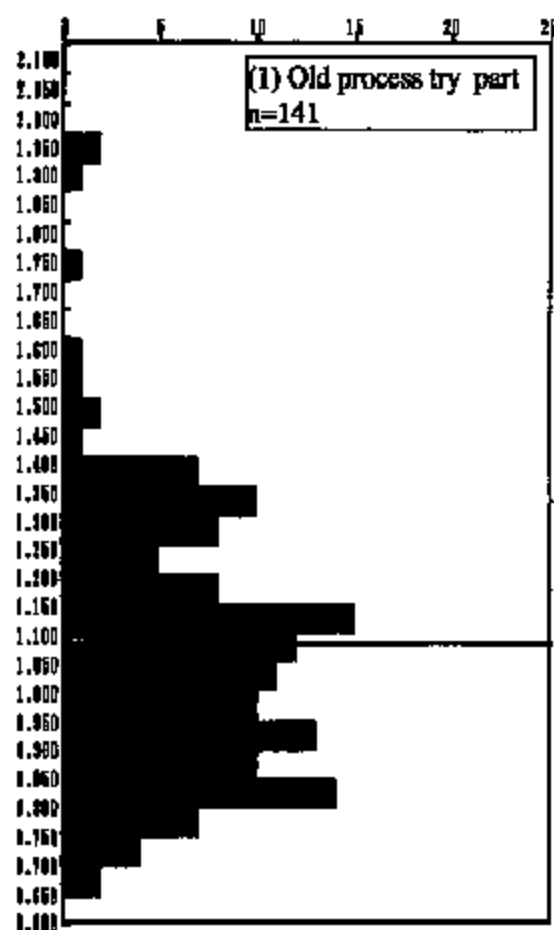
• As for the market-returned parts, the area of the plate right above the clutch piston that does not contact the clutch disk was measured.

Ra



• The s/roughness distribution of the market-returned parts shows variations similar to those in the old process try part s/roughness distribution.

Rpm



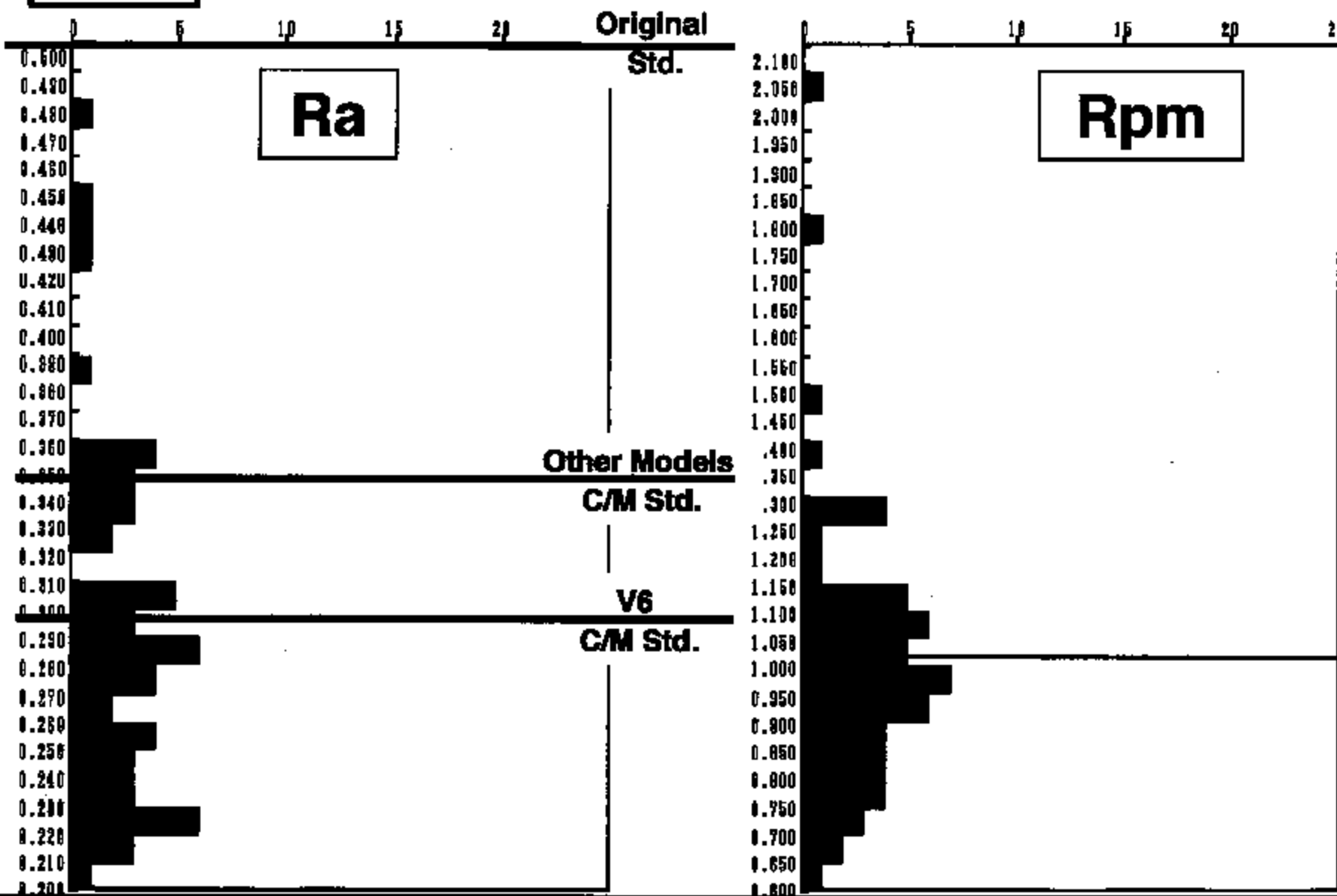
• The market-returned parts show both Rpm and Ra trends similar to those of the old process try parts.

HTM-Built TL 5AT 3rd Clutch Burnt:

HTM PQ Data
Date: 8/02

n=57

Plate Roughness Data - Piston Side



Conclusion:

- HTM-Built ATM's had 3rd Clutch Burning *even though* Ra < 0.5 (mostly less than 0.36).
=> High Surface Roughness *is not* the only cause.

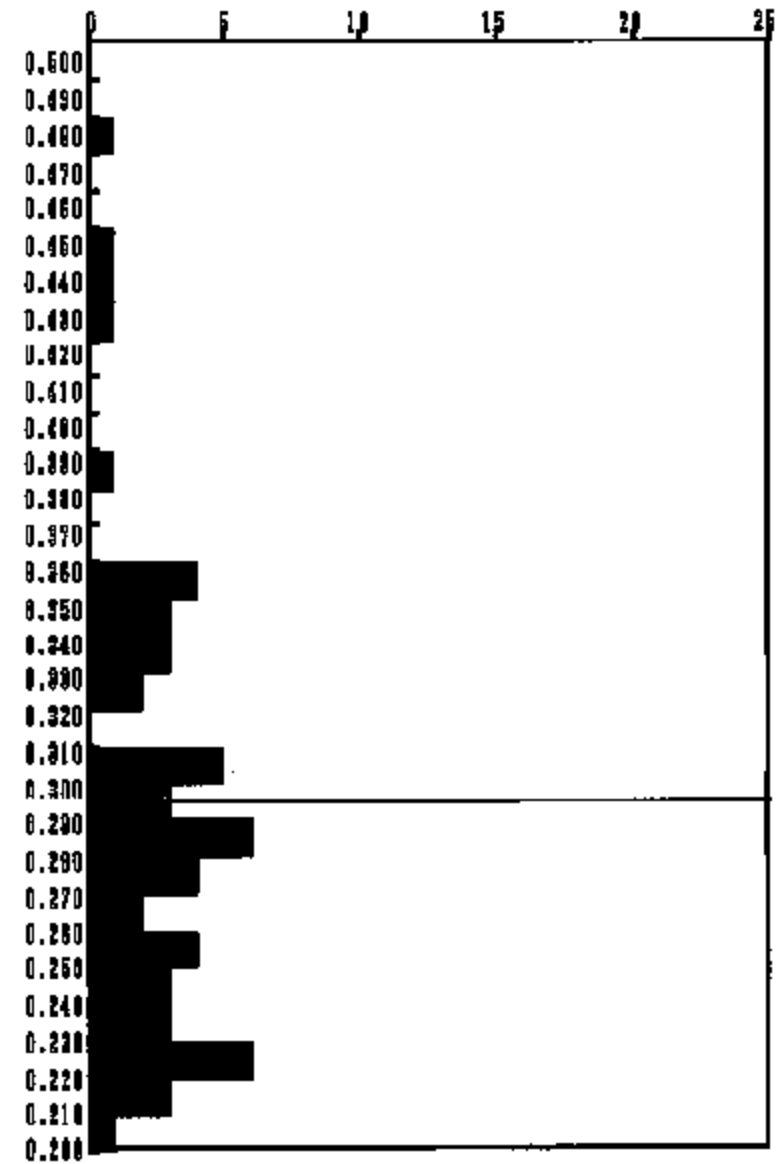
3rd Clutch S.R.* Comparison: "Market OK" ATM's vs. 3rd Clutch Burnt ATM's

"Market OK" (n=)

Ra

3rd Clutch Burnt (n=57)

Date: 9/26/02

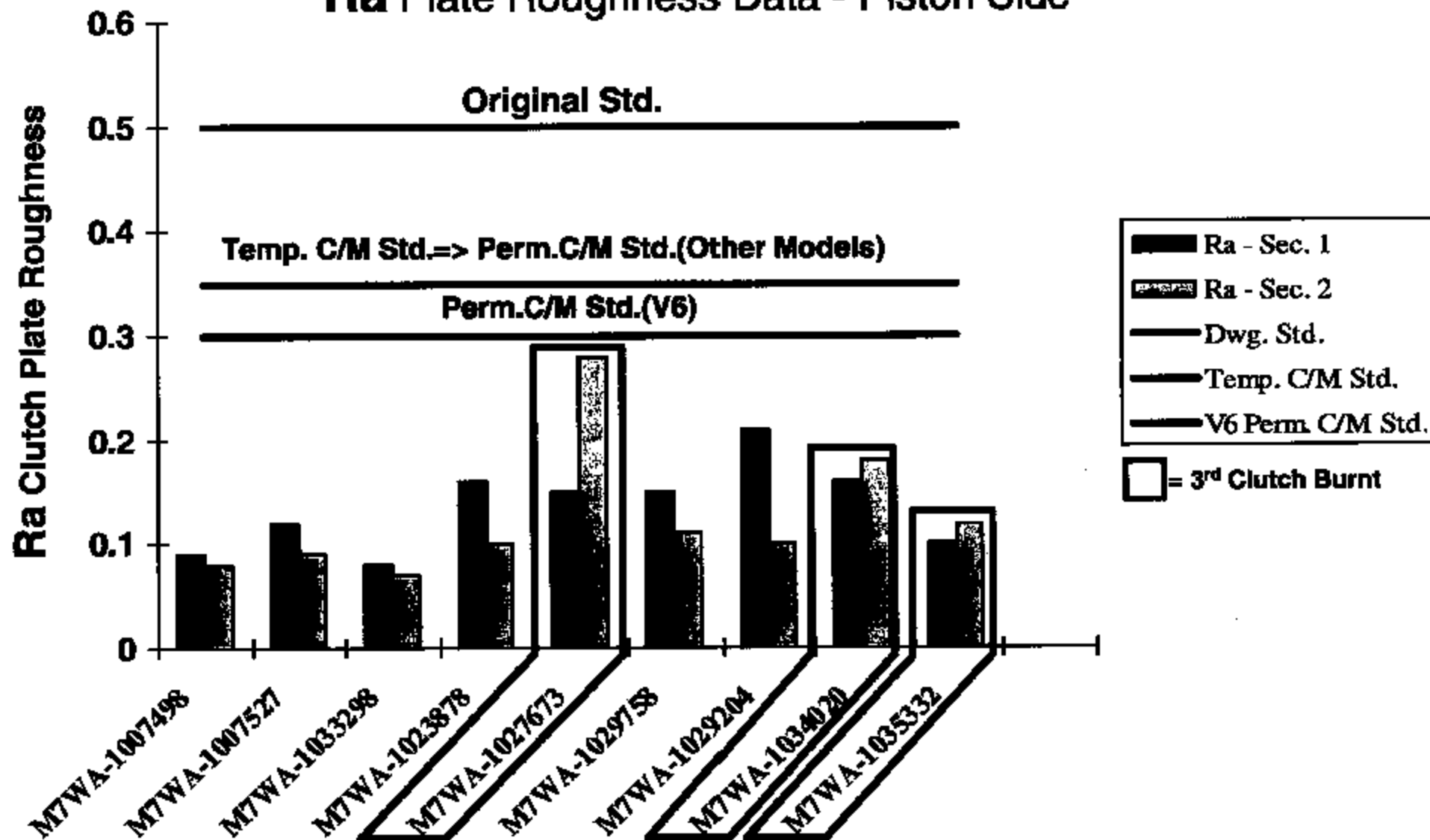


Conclusion:

*Note: Original Condition S.R. measured on clutch piston-side plate only per HGT/FCC/HTM agreement.

Market Returned, Japan-Built TL 5AT 3rd Clutches: Ra Plate Roughness Data - Piston Side

HTM MQ
Update: 9/27/02



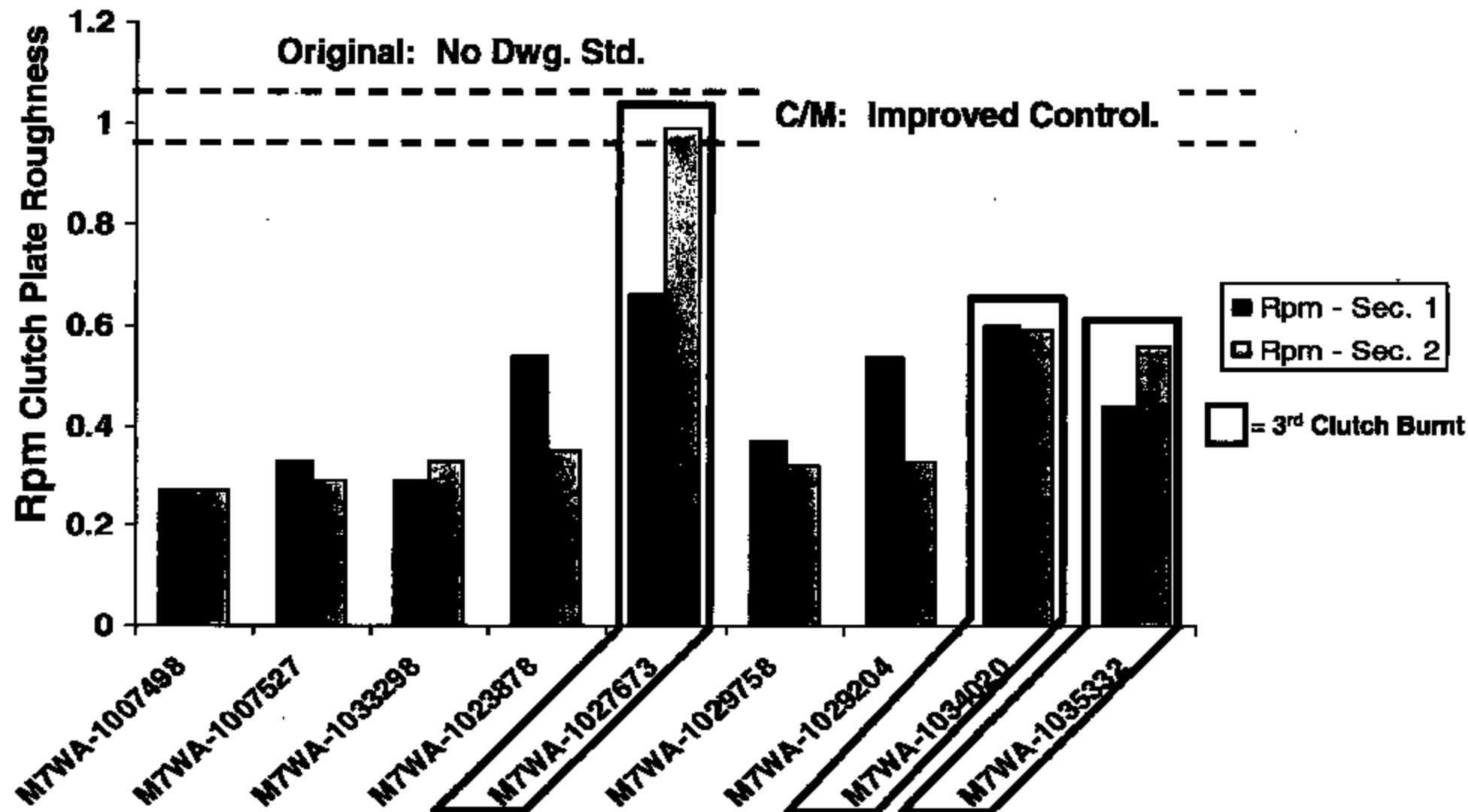
Conclusion:

- 3rd Clutch Failure units had higher Ra than others w/o 3rd clutch failures, but JPN-Built ATM's had 3rd Clutch Failures even though Ra was less than 0.35.
- ⇒ High Surface Roughness is not the only cause.

Market Returned, Japan-Built TL 5AT 3rd Clutches:

HTM MQ
Date: 7/31/02

Rpm Plate Roughness Data - Piston Side



Conclusion:

- JPN-Built ATM's had 3rd Clutch Burning even though Rpm was less than 0.60.
=> High Surface Roughness is *not* the only cause.

HGT Report: Toughness Improvement *with* C/M ECU

Date: 3/19/02

(1) Repeated shifting (from 90km/h, 3-2KD & WOT2-3 UP)

· In shifting 2 to 3, the hydraulic pressure characteristics were changed, and shift RTD was increased by -2 degrees. As a result, the plate temperature became 300 deg. C or less; thus the temp. was OK

	3-2KD Q/A	2-3UP Q/A(MAX)	Plate temp. after repeated shifting (deg. C)
CL-S	33J/cm2	110J/cm2	350
MDX	37J/cm2	78J/cm2	270
CL-S After C/M	28→33J/cm2	97J/cm2	296

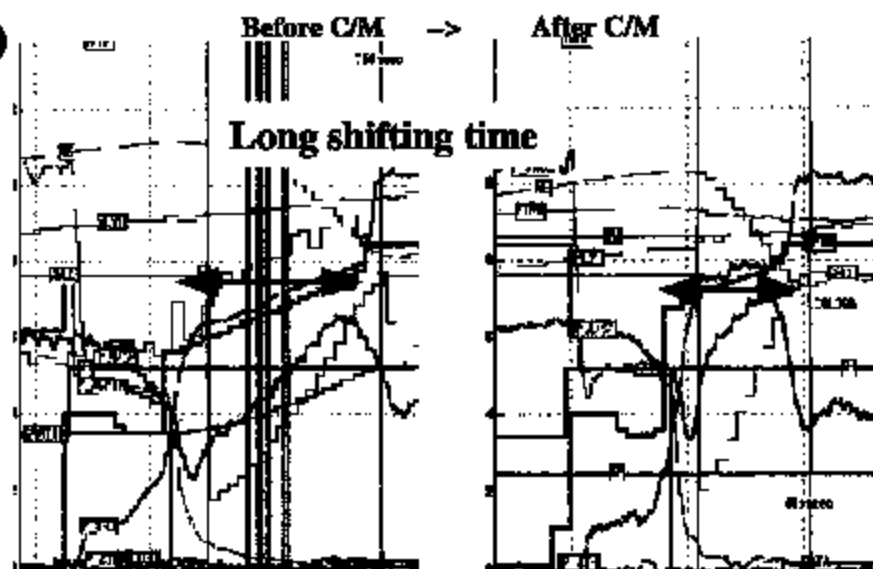
Target \leq 300 deg. C

(2) High Q/A at low water temp. (WOT 2-3 UP)

· The correction value of hydraulic pressure at low oil temp was changed, and the hydraulic pressure characteristic in 2-3 shift was changed. Consequently the plate temp became 300 deg. C or less; thus, the plate temp. has become OK.

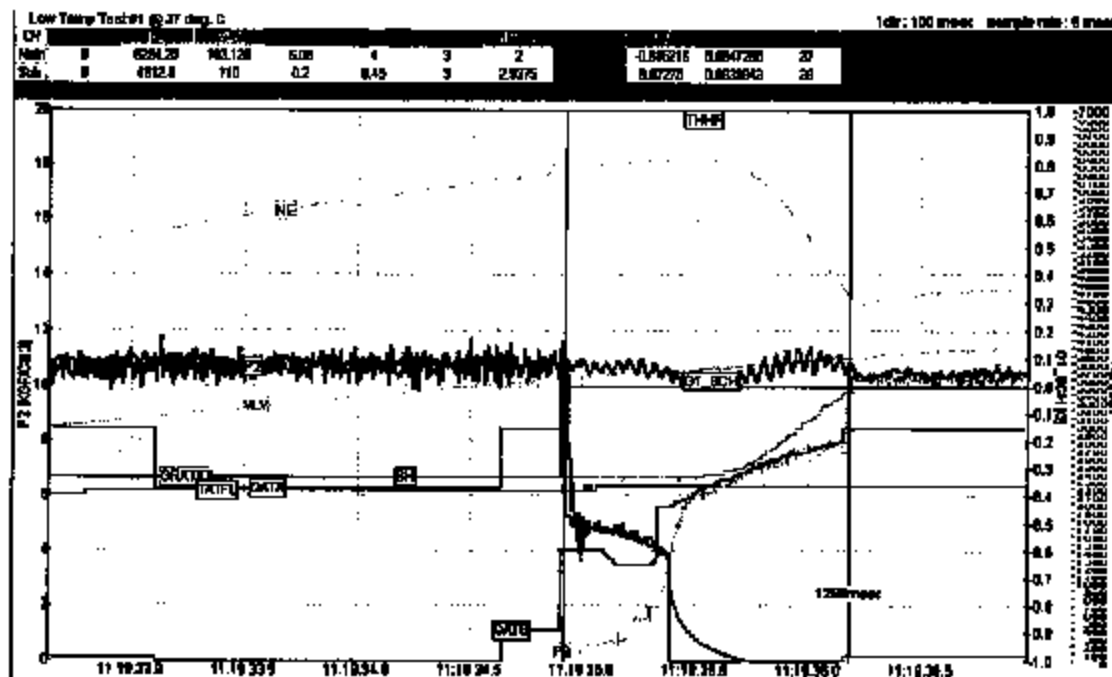
Model	Q/A(J/cm ²)
CO-S	169
MDX	69
FO	91
CO-S After C/M	91

Target \leq 130J/cm²

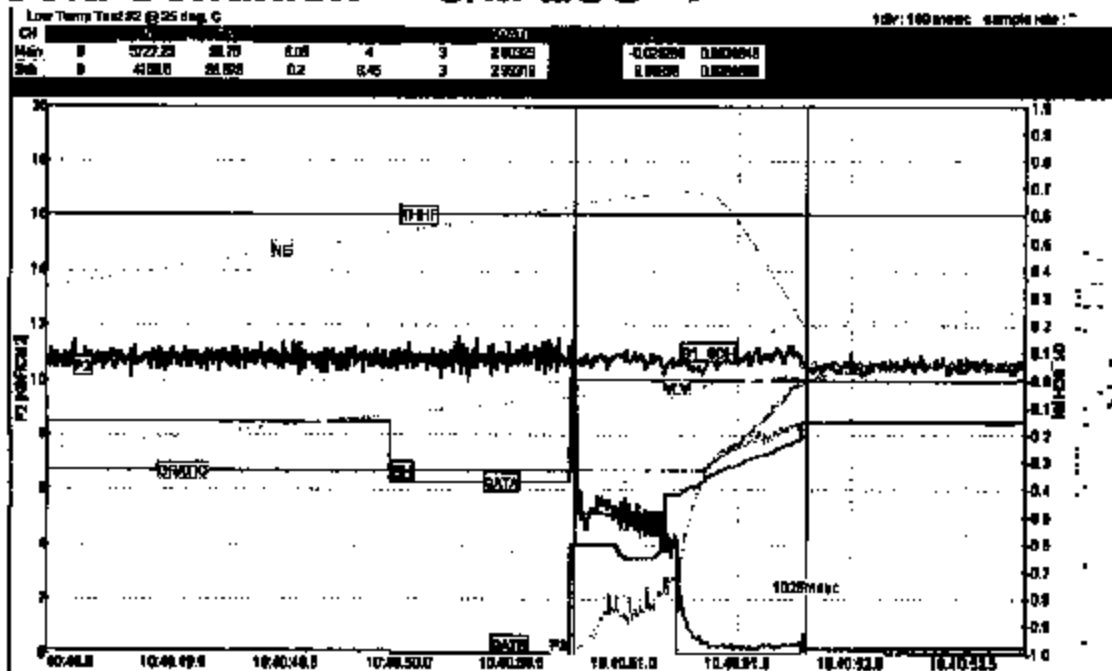


● By changing ECU data setting for shift, the repeated shift mode and the low water temp mode have become OK.

Cold Condition - "Before C/M ":



Cold Condition - "C/M ECU ":



SHIFT POINT COMPARISON

2=>3 SHIFT POINT DATA

	HTM Meas.		HGT Setting
	Data	T _{ATF}	
Engine (RPM)	6,234	~30°	6,200
Time (sec.):			
2 nd Clutch Off	0.760	37°	
3 rd Clutch On	1.260	38°	
G-Force (G)	0.100	38°	

Note:

- 1.) Car=Cold Condition Test #1
- 2.) ATM # = Test #1

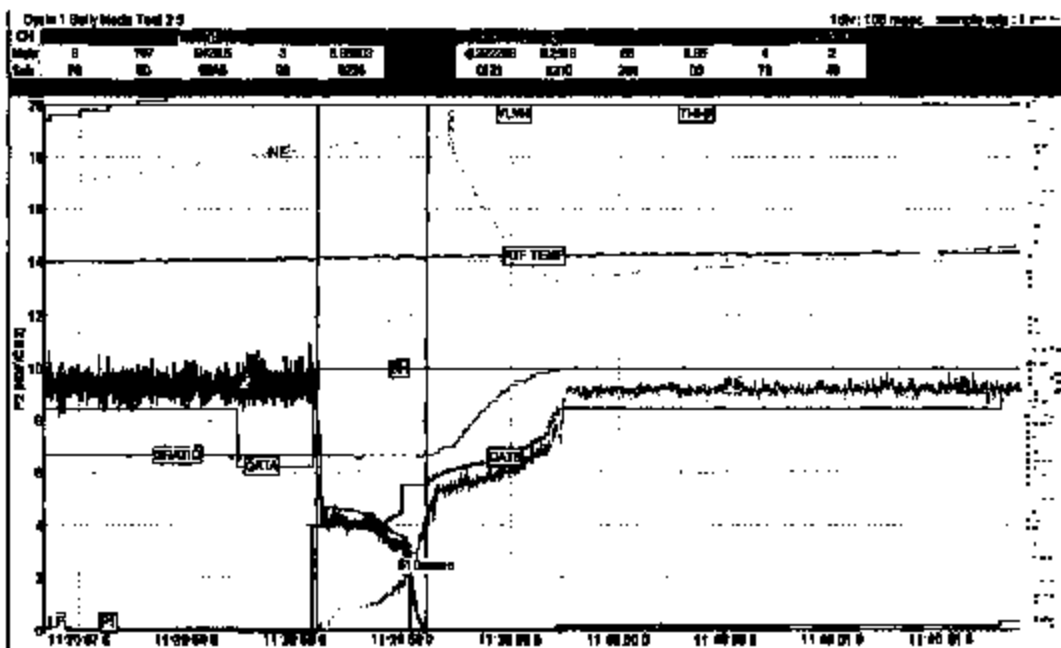
2=>3 SHIFT POINT DATA

	HTM Meas.		HGT Setting
	Data	T _{ATF}	
Engine (RPM)	5,727	~30°	5,700
Time (sec.):			
2 nd Clutch Off	0.600	35°	
3 rd Clutch On	1.025	37°	
G-Force (G)	0.112	37°	

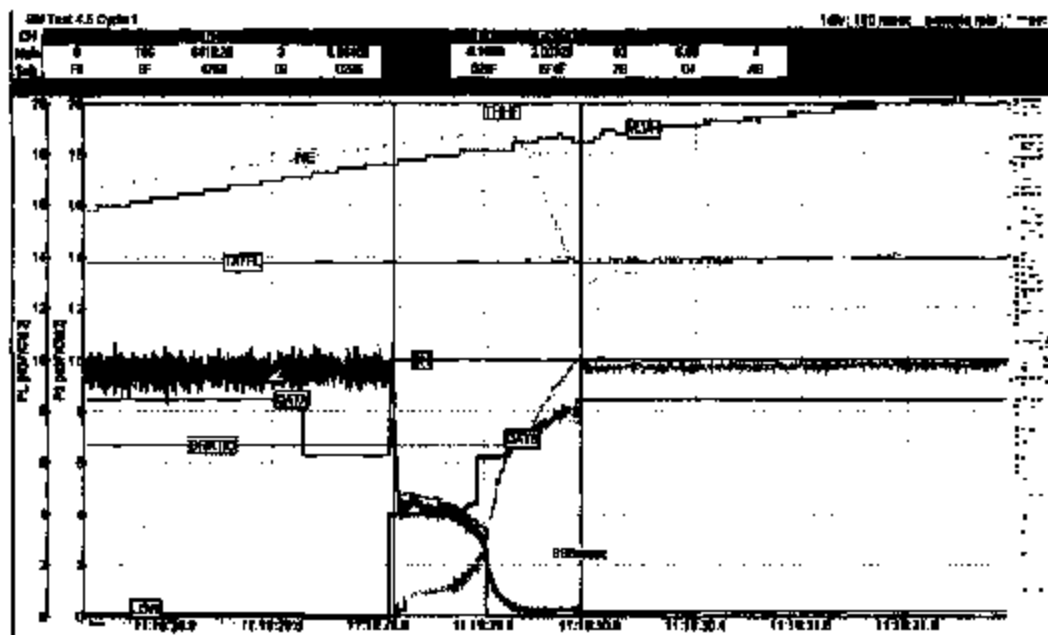
Note:

- 1.) Car= Cold Condition Test #2
- 2.) ATM # Test 2

Warm Condition - "Before C/M ":



Warm Condition - "C/M ECU ":



SHIFT POINT COMPARISON

2=>3 SHIFT POINT DATA

	HTM Meas.		HGT Setting
	Data	T _{ATF}	
Engine (RPM)	6,426	85°	
Time (sec.):			
2 nd Clutch Off	0.510	85°	
3 rd Clutch On	1.155	85°	
G-Force (G)	0.110		

Note:

- 1.) Car= Bully Test 2.5
2.) ATM # Test 1

2=>3 SHIFT POINT DATA

	HTM Meas.		HGT Setting
	Data	T _{ATF}	
Engine (RPM)	6,369	83°	
Time (sec.):			
2 nd Clutch Off	0.650	83°	
3 rd Clutch On	0.880	83°	
G-Force (G)	0.130		

Note:

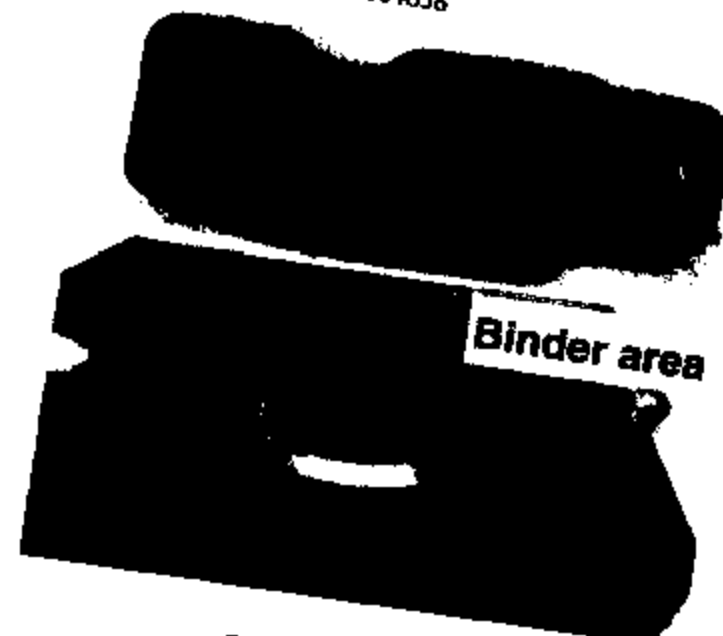
- 1.) Car=Bully Test 4.5
2.) ATM # = Test 1

Broken Strainer Analysis

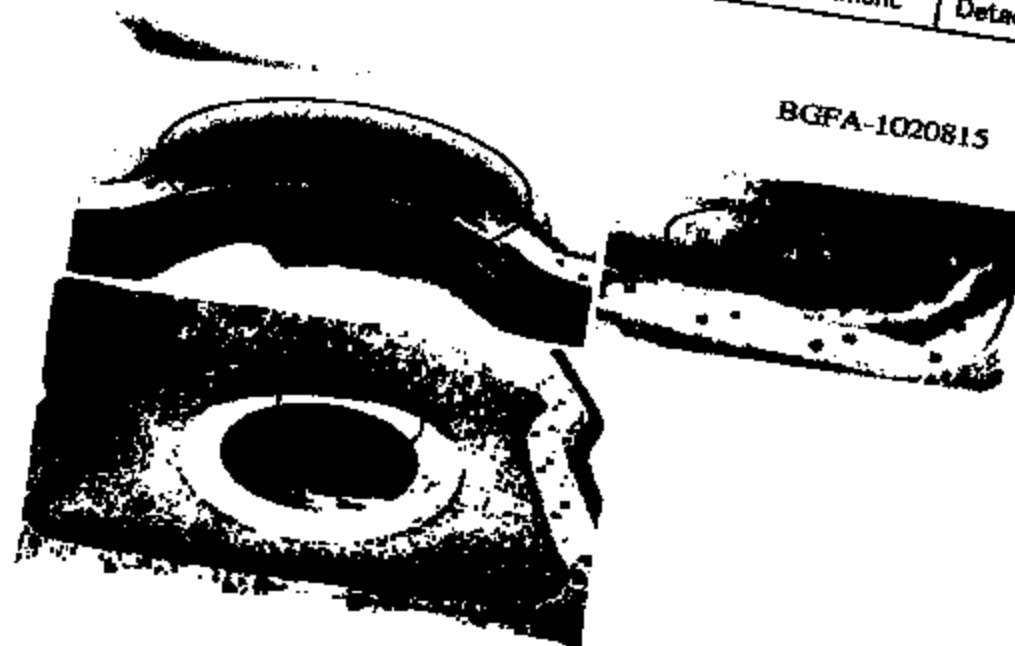
Investment of ATF/S problem in the US market (25420-P7W-0034)

Market-call-in		US	US	US
ENG		3.2TL	3.2CL	98Accord
Mission		5AT	5AT	4AT
Mileage		18000	18190	4829
ATF/S	Model	P7W	P7W	P7X
	Lot No	Not clear	Not clear	Not clear
	Production	Filtech	Filtech	Filtech
	Phenomenon	Detachment	Detachment	Detachment

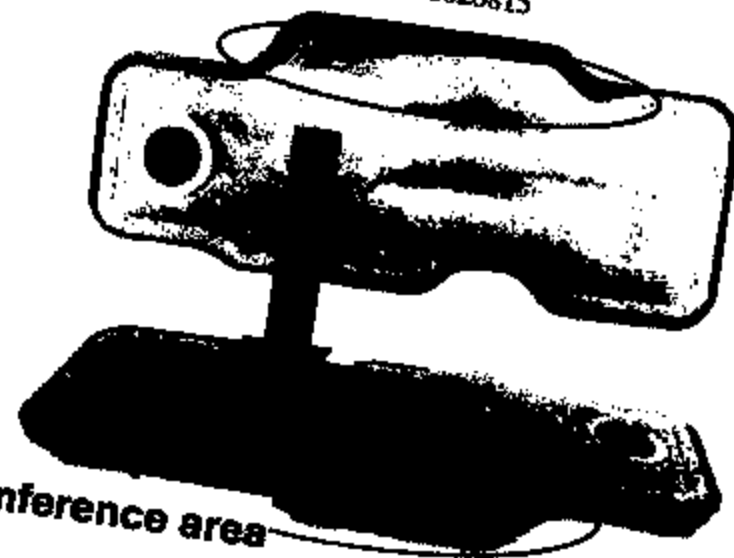
B7WA-9004638



BGFA-1020815



BGFA-1020815



Circumference area

2. Specification Related to ATF/S Filter Media Detachment and Re-Creation Test

Investigation of ATF/S problem in the US market (25420-P7W-0030)

ATF Strainer Spec. Requirement- (Filter media & stake strength)

"Clogged Filter Media Test" (test dust to be used):

Filter media detachment should not occur @ ATF Temp. =150 deg. C @ -100kPa x 30 sec.

Result of re-creation test

Sample(P7W)			Result	Evaluation	Confirmation of welded and stake areas		
					Welded O. circumference area	Ring hole binder suction opening	Suction opening ring area
JPN	TR part Lot: 2E03	No1	90kPa	NG	○	×	○
		No2	91kPa	NG	○	×	○
US	Filttech part Lot: 2E23S	No1	77kPa	NG	×	×	×
		No2	80kPa	NG	○	×	×

Comment

The same ATF/S filter media detachment as the phenomenon was re-created in the above spec. test (filter media stake strength test).

As for JPN parts, only the filter media detachments from the ring hole binder area were observed, but as for US parts, the filter media detachments were confirmed at three locations: outer circumference welded area, ring hole binder and suction opening.

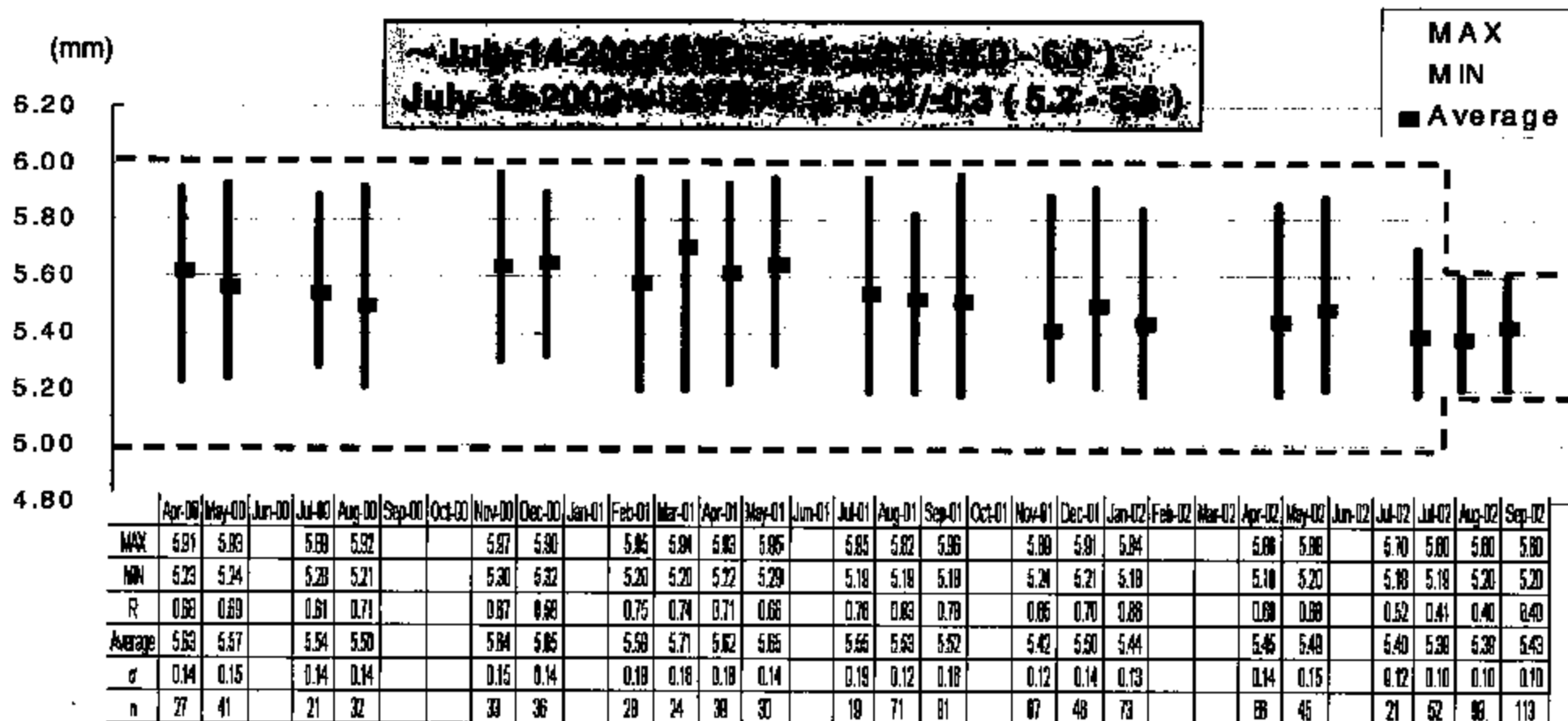
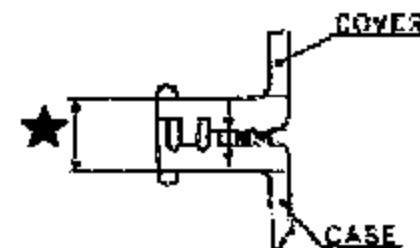
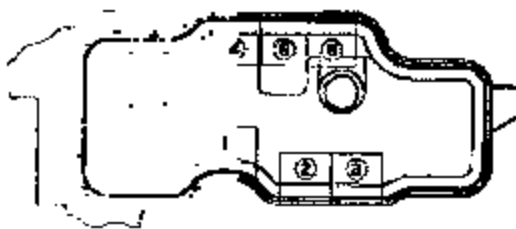
Based on the above, we will investigate the cause of the filter media detachment at each location.

* During the development stage, the following conditions were set for mass production:

Spec. requirement	Internal target	Daily control process
With parts whose filter media are being logged, the detachment should not be allowed at the oil temperature of 150 degrees C and the negative pressure of 100kPa x 30 sec.	Stake strength to prevent the filter detachment should be 37N/cm or more.	Thickness after V/Welding 5.5+0.5 -0 n=5/lot

P7W ATF Strainer Past Data

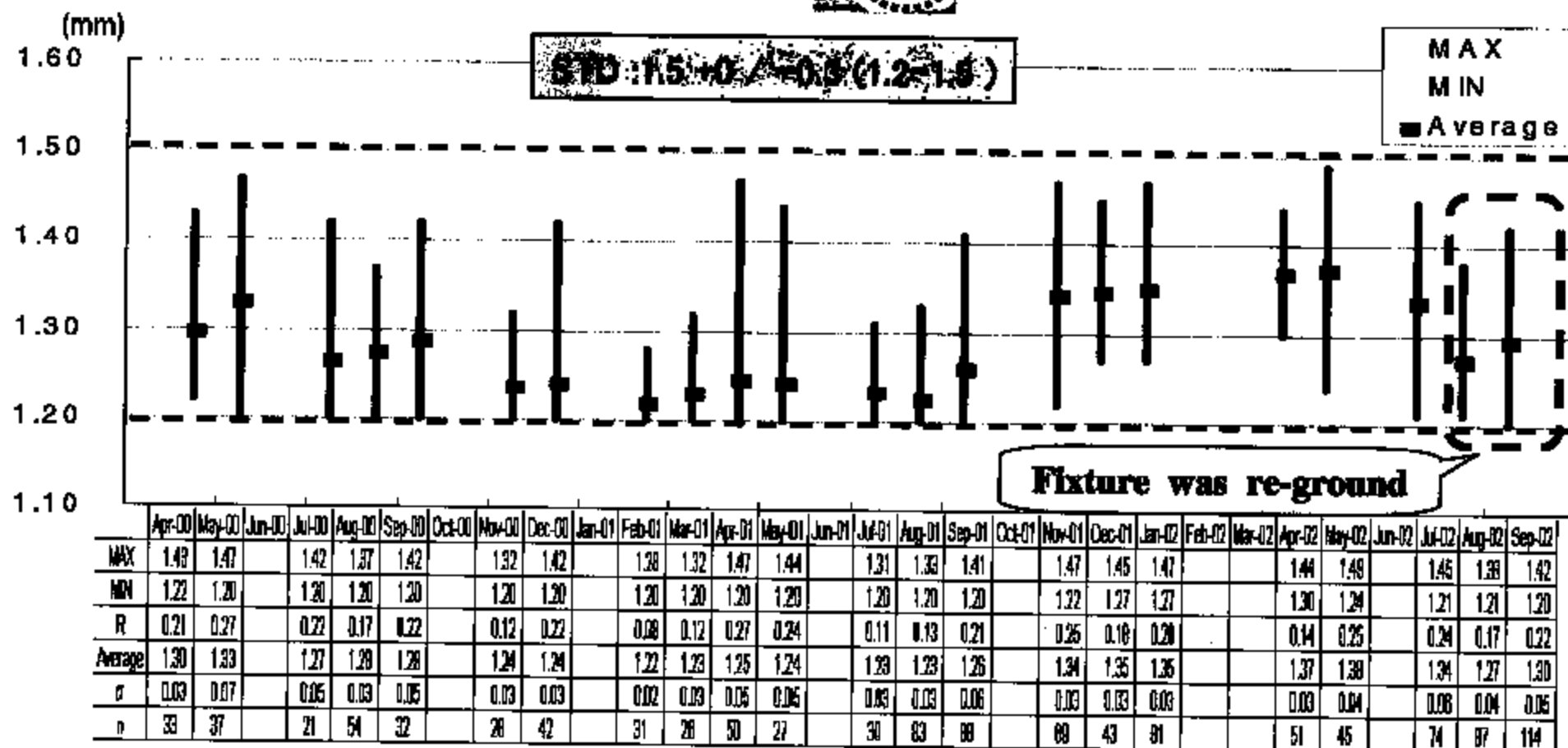
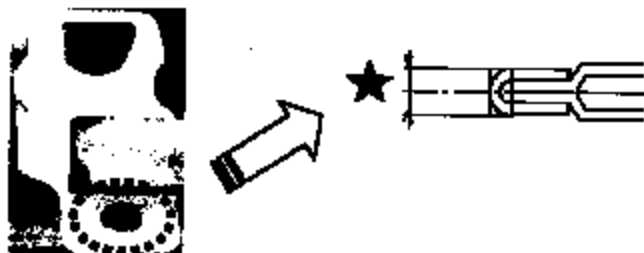
Outside Flange Height



Before Countermeasure: No significant Height change
After Countermeasure: Tight control with narrow STD

P7W ATF Strainer Past Data

Binder (steel ring) Staked Height

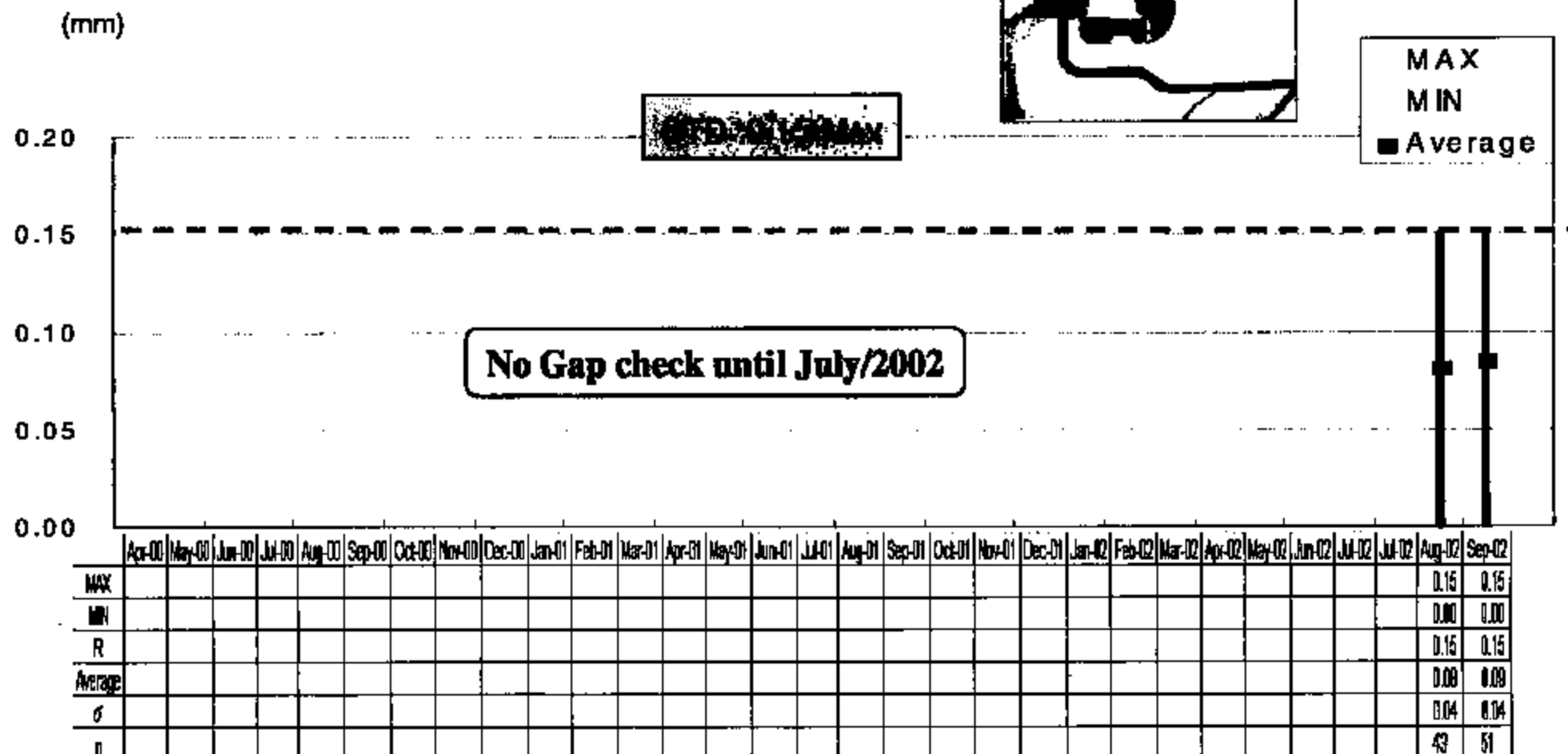
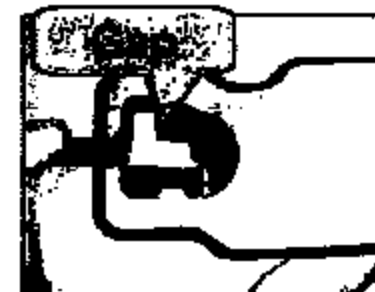


All data were within STD.

Staked Height For Nov/2001 through July/2002 are Higher than other period.

P7W ATF Strainer Past Data

Suction Ring Gap



All data were within STD.

3. Ring Hole Binder Shape and Detachment Test

Investigation of ATF/S problem in the US market (25420-P7W-0030)

<Confirmation of the current process>

JPN & US have the same process

45-degree bend



90-degree bend



<Result of dimensional inspection>

	JPN	US	DWG value
Width (upper & lower)	4.4/3.4	4.2/3.1	4 MIN
Thickness	1.21	1.28	1.5 ⁰ / _{-0.3}

Detachment confirmation test 150 °C -100 kPa x 30 sec

	JPN	US
Result	Detachment occurred at -90 kPa	Detachment occurred at -80 kPa

The detachment occurred both in JPN and US parts, but US binder detachment occurred at the lower negative pressure.

<Assumed cause>

It is possible to think that due to the short stake allowance caused by the stake die wear, the detachment occurred. In addition, because of more production volume in the US, the stake die had been more worn, resulting in the detachment at the lower negative pressure

Proposal for future C/M

Even though the stake die is maintained, there is still a concern about long-term reliability.

In order to increase the stake strength and reliability, embosses that prevent the detachment are to be added to the binder

Result of advance confirmation with hand work part

Detachment confirmation test

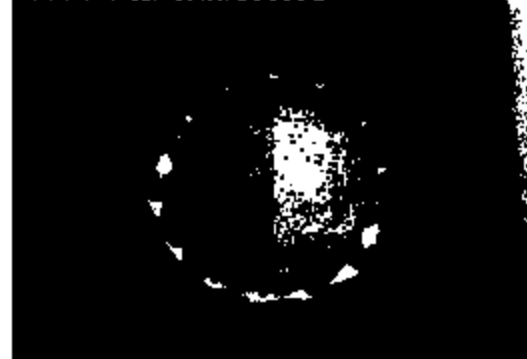
150 deg. C-100kPa x 30 sec.

Result	SPEC OK
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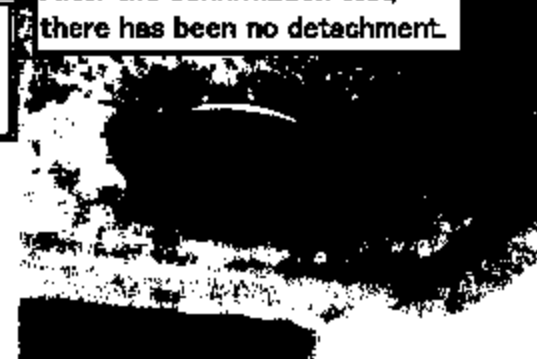
Prospects with this C/M are good.

We would like to ask you to study its application to mass production.

Addition of embosses



After the confirmation test, there has been no detachment.



Summary

1. To assure filter medium coming off by Spec. Test (150 °C @ -100kPa X 30 sec)

— 1. Coming off from circumferential surface (Only US)

■ Filter media misalignment:

(Thickness control after V/W) 6/27~

(Parallel adjustment) 8/8~

— 2. Coming off from suction ring(Only US)

■ g fitting, penetration control, & clearance control after ultra sonic welding 6/27~

— 3. Coming off from connecting area blinder (Both JPN and US)

■ Add embossing after press staking (9/end~)

The things mentioned above is used for countermeasure and guarantee.

(JPN / US)

QAH-T Top Problem Investigation

5AT 3rd Clutch Burning

HTM MQ
ATM Steering Committee Mtg.
Oct. 3, 2002

Agenda:

HTM



1.) What is the Problem?

2.) 5AT and Clutch - Review, ASST, Work (3rd Cl. Burnout, MQX)

3.) Clutch Assembly

4.) Timeline (What, When)

5.) HTM MQ Testing

6.) Future Schedule

7.) Conclusion

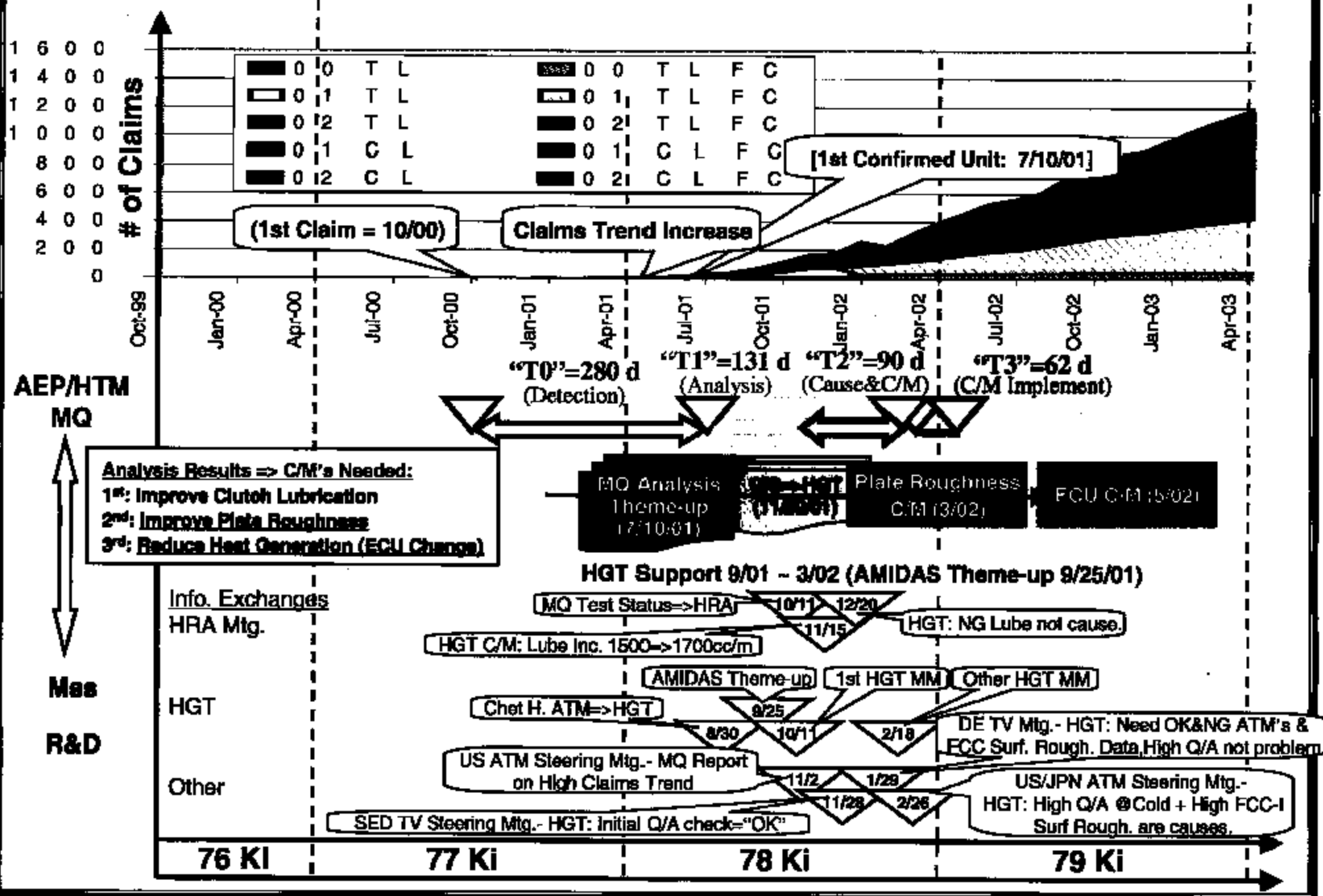
HRA-O 8.) Report

ALL 9.) Q & A

5AT 3rd Clutch Burning - Analysis & C/M Timeline

1/2

Update: 4/13/02



QAH-T Top Problem Investigation

5AT 3rd Clutch Burning

HTM MQ
ATM Steering Committee Mtg.
Oct. 3, 2002

Agenda:

HTM



1.) Welcome & Sign Register

2.) 5AT 3rd Clutch Burning Problem (T. G. Kennedy, MCM)

3.) General Remarks

4.) Training (What, when)

5.) HTM MQ Testing

6.) Future Schedule

7.) Conclusion

HRA-O **8.) Report**

ALL **9.) Q & A**

C/M Test Matrix

HTM MQ
Updated: 7/31/02

Purpose: Confirm C/M's impact to choose *best* Market PUD option (4/02~)

- Conditions:**
- 1.) In-Vehicle (use CL-S test car)
 - 2.) Mode = "Bully Mode" (200 Cycles: 3=>2 KD + WOT 2=>3 Upshift)
 - 3.) ATF Temp. = 100 ° C
 - 4.) D3 Position
 - 5.) Same ATM with New ATF Strainer for each test.

Test	Cond.	Plates		ECU *		ATF		Purpose
		Before C/M	After C/M	Before C/M	After C/M	B9 (old)	O1 (new)	
1		○		○			○	Before C/M Wear?
2		○		○			○	Before C/M Wear
2.5		○		○			○	Before C/M Wear
3			○	○			○	C/M Clutch Effect
3.5			○	○			○	C/M Clutch Effect
4		○			○		○	C/M ECU Effect
4.5			○		○		○	C/M (Clutch + ECU) Effect
5		○		○		○		Old ATF Effect
5.5		○		○		○		Old ATF Effect

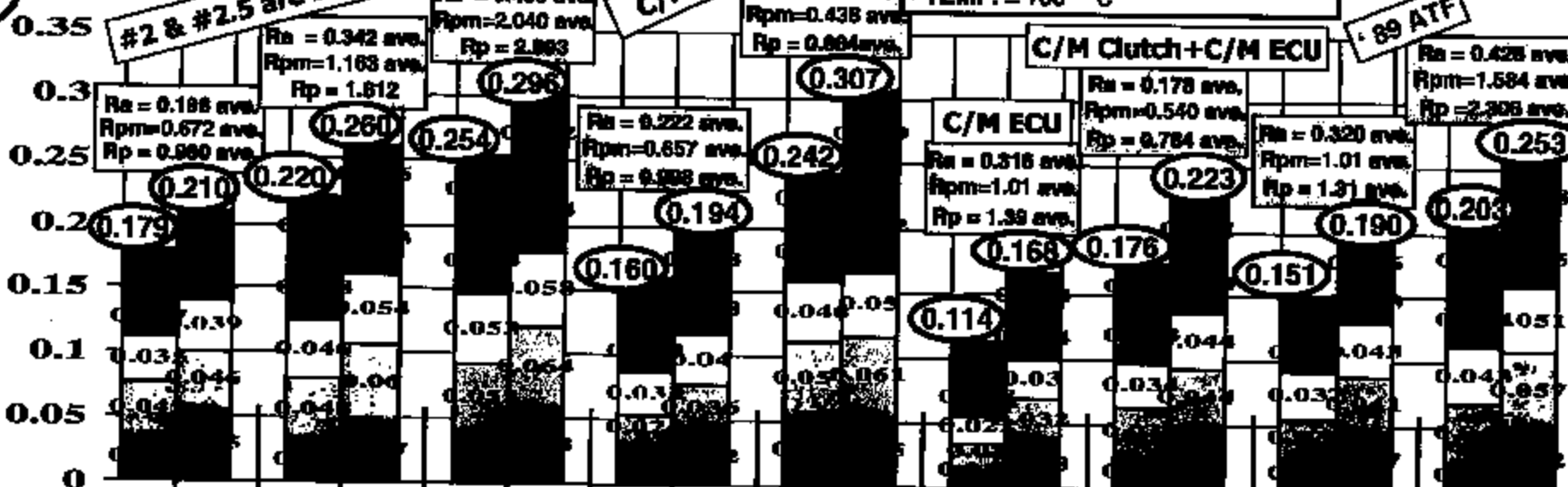
*** Note:** These *do not* evaluate High Q/A @ Cold Mode ECU Conditions.

=> To judge ECU replacement in PUD, **more confirmation is needed.**

Warm Condition "Bully Mode" Test Results:

Total Wear

3rd Clutch Wear (mm)



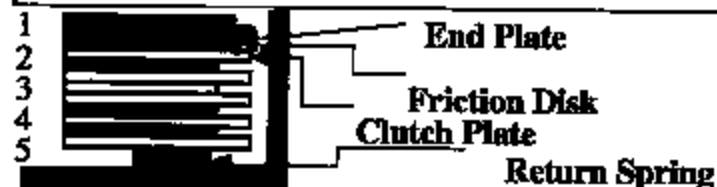
- In-Vehicle 2=>3, 3=>2 W.O.T. Shifts
- 200 Cycles
- TEMP. = 100 ° C

HTM MQ
Updated: 7/31/02

'89 ATF

DISK	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT
PLATES	Before C/M?	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M
ECU	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M	Before C/M
ATF	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)	Current ('01)
TEST #	1	2	2.5	3	3.5	4	4.5	5	5.5							

■ Friction disk 1 □ Friction disk 2 □ Friction disk 3 ■ Friction disk 4 ■ Friction disk 5



Conclusion:

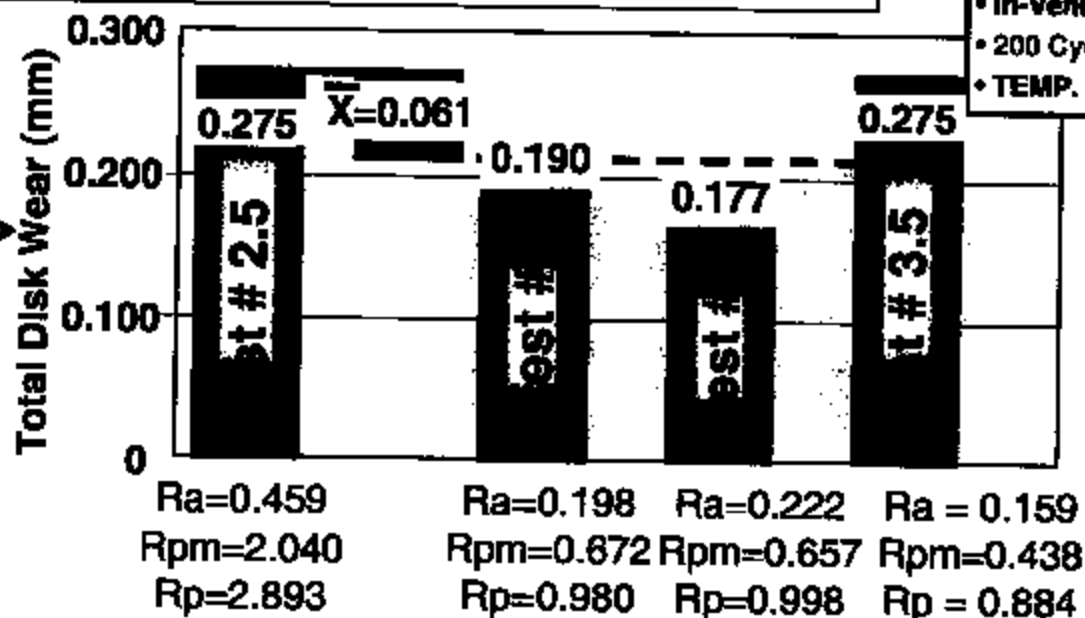
- Tests w/ Lower Plate Roughness, C/M ECU, & '89ATF all had reduced *initial* wear, except Test #3.5.

Warm Condition - "Bully Mode" Test Results:

HTM MQ
Updated: 7/31/02

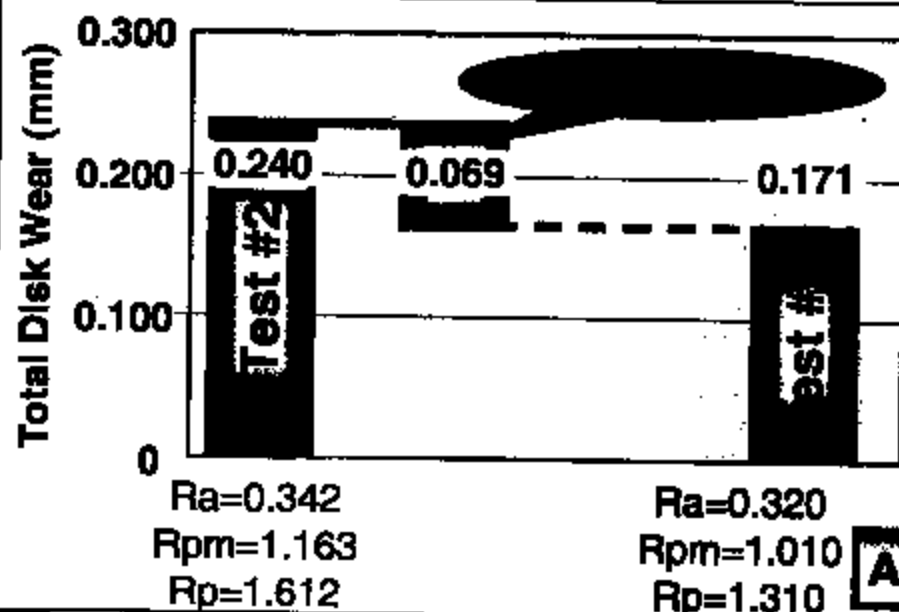
Plate Roughness Impact (Test #2.5 vs. #1 & #3 & #3.5)

Ave. = 22% better

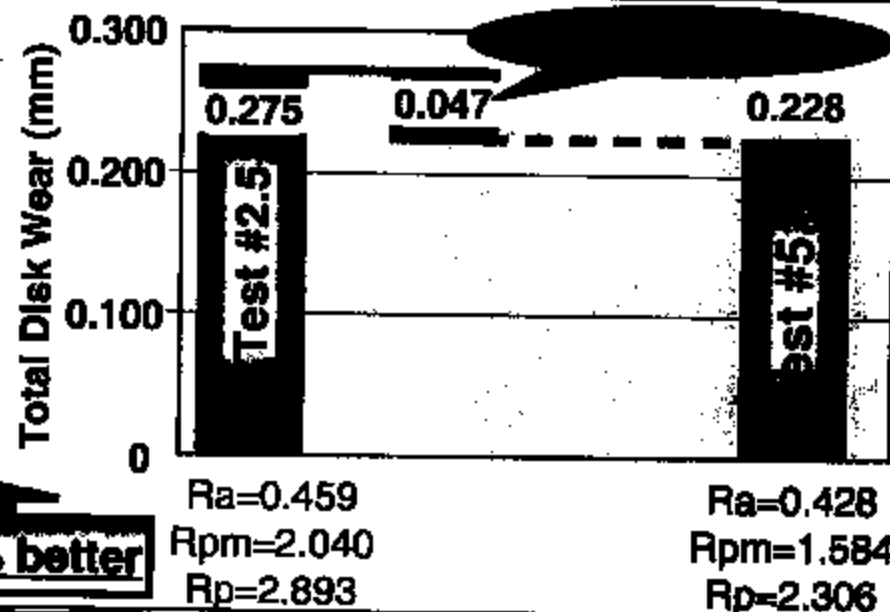


- In-Vehicle 2 \Rightarrow 3, 3 \Rightarrow 2 Shift "Bully Mode"
- 200 Cycles
- TEMP. = 100° C

'01ATF vs. '89ATF Impact (Tests #2 vs. #5)



'01ATF vs. '89ATF Impact (Tests #2.5 vs. #5.5)

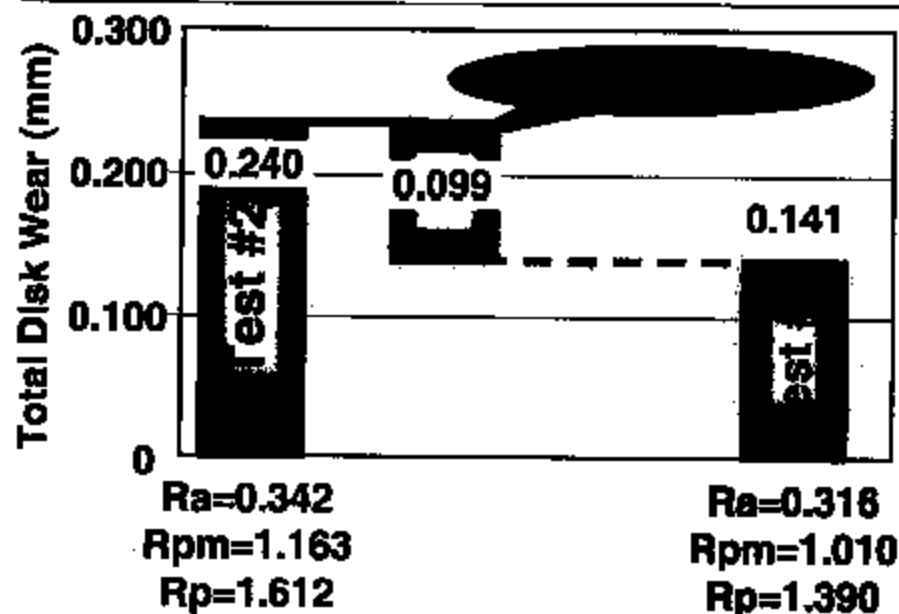


Ave. = 23% better

Warm Condition - "Bully Mode" Test Results:

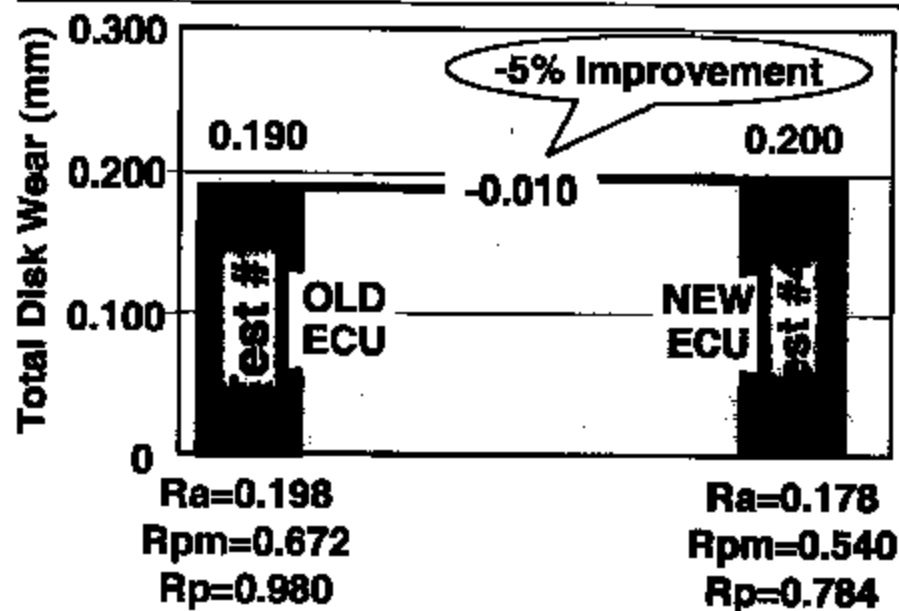
HTM MQ
Updated: 6/19/02

New ECU Impact (Tests #2 vs. #4)



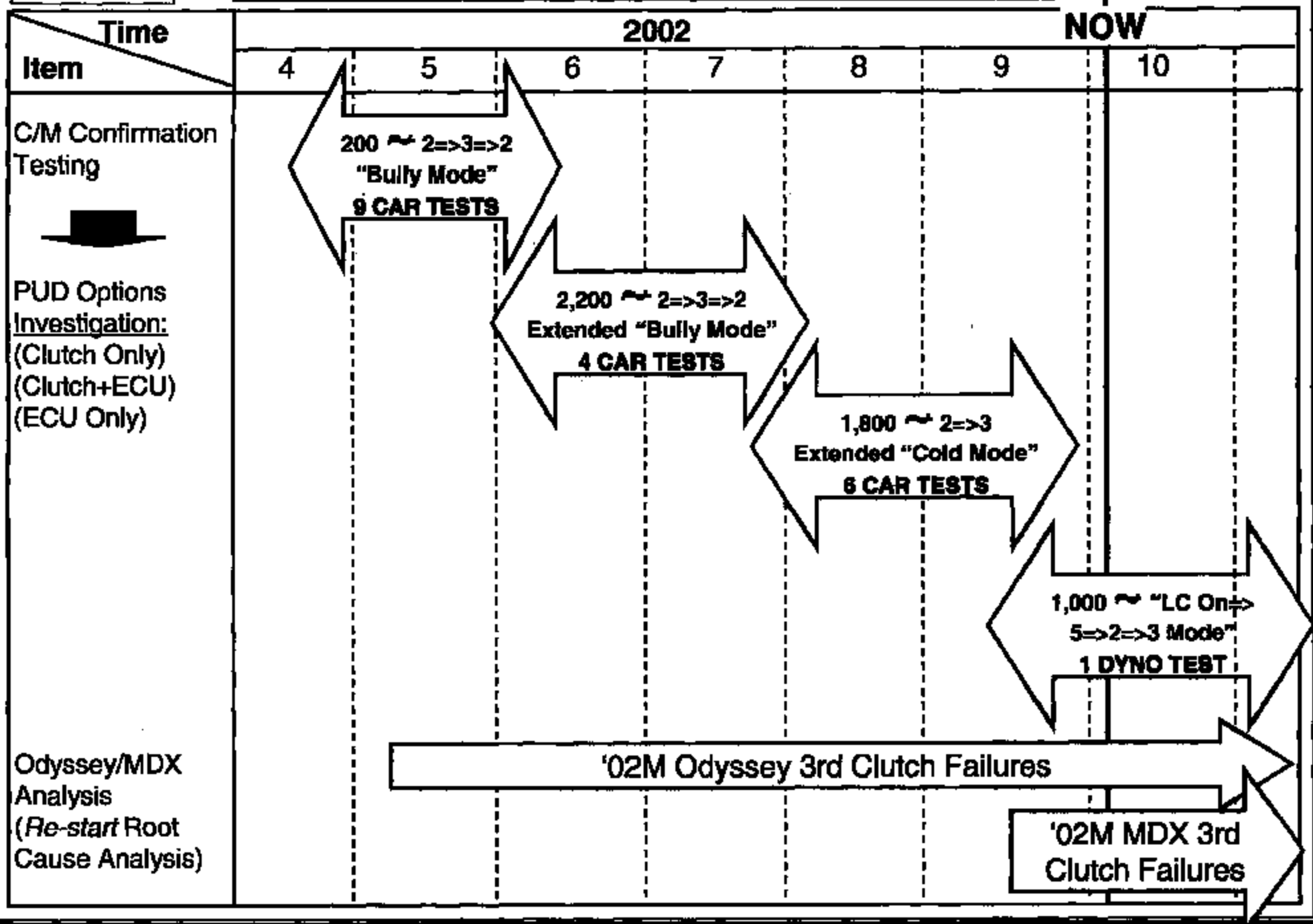
- In-Vehicle 2=>3, 3=>2 Shift "Bully Mode"
- 200 Cycles
- TEMP. = 100 ° C

New ECU Impact (Tests #1 vs. #4.5)



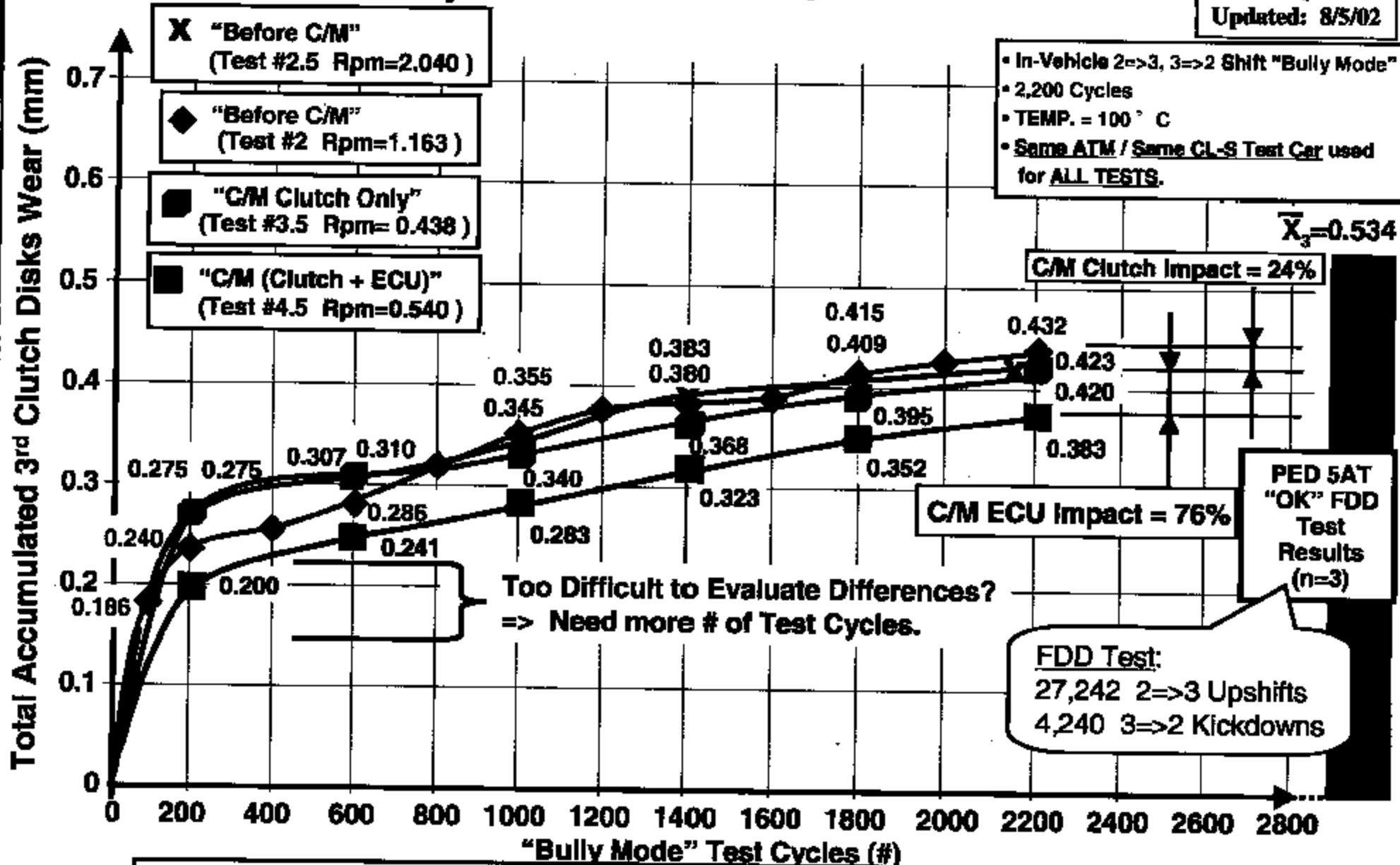
Ave. = 18% better.

5AT 3rd Clutch Burning - Follow-up Timeline



Warm Condition - "Bully Mode" Test Results:

HTM MQ
Updated: 8/5/02



Conclusions:

1. Lower Rpm Plate Roughness had little impact on total wear.
2. C/M (Clutch + ECU) Improvement: ~60um @ 200 cycles, ~40um after 2,200 cycles.
3. 2,200 Cycles showed accelerated wear, but no burning failure.

=> Plate Roughness & Warm Condition Operation are not main factors for 3rd Clutch Burning??

Cold Condition - Test Results:

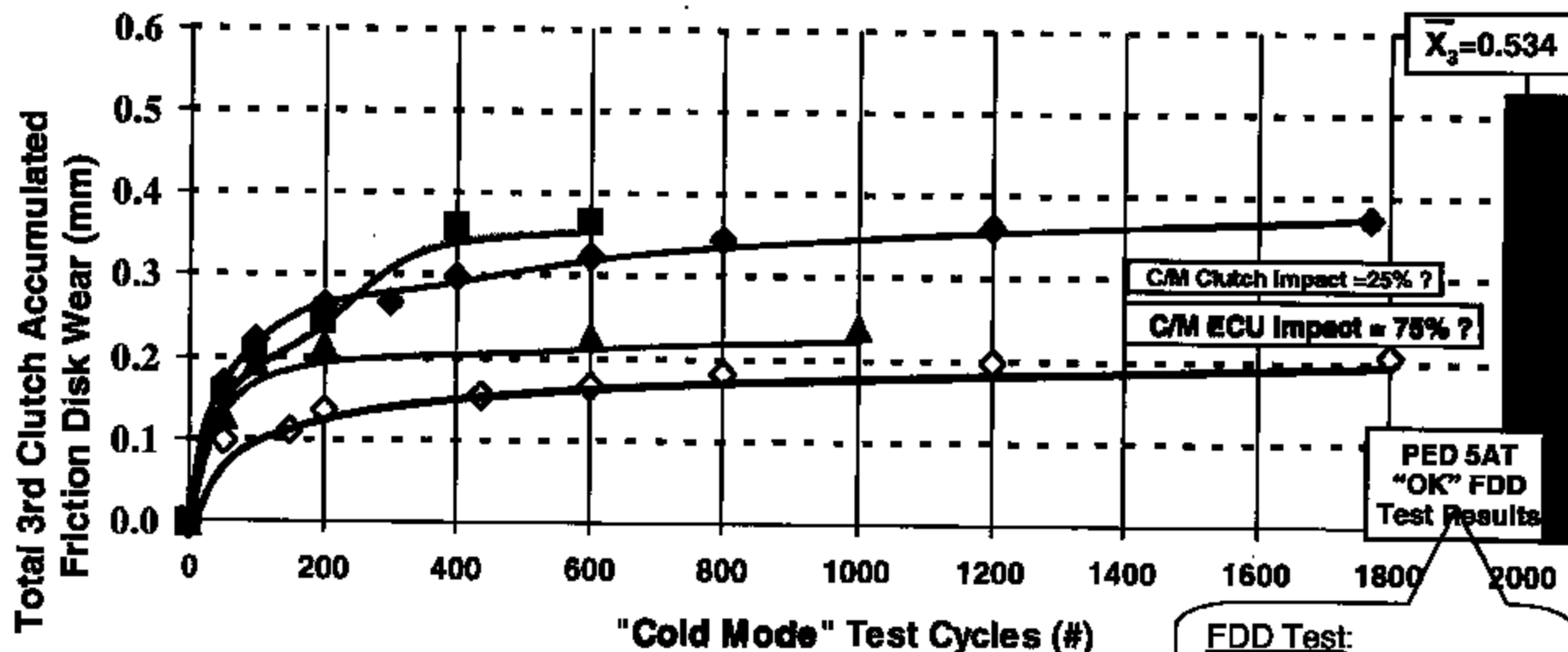
HTM MQ
Updated: 9/27/02

◆ "Before C/M"
(Test #1 Ra=0.448; Rpm=1.728)

▲ "C/M Clutch Only (ATM Assy. Repair)"
(Test #5 Ra=0.239; Rpm=0.640)

◇ "C/M (Clutch + ECU)"
(Test #2 Ra=0.184; Rpm=0.471)

■ "PUD w/ ECU Simulation"
(Test #6 Ra=0.411; Rpm=1.36)
(Change to C/M ECU after 100 Cycles)



FDD Test:
27,242 2=>3 Upshifts
4,240 3=>2 Kickdowns

Conclusions:

1. Lower Plate Roughness had significant impact on total wear.
2. C/M (Clutch + ECU) showed more Improvement than in Warm Mode Testing.
3. 1,800 Cycles showed accelerated wear, but no burning failure.

⇒ 3rd Clutch Burning Duplication requires a different mode??

QAH-T Top Problem Investigation

5AT 3rd Clutch Burning

HTM MQ
ATM Steering Committee Mtg.
Oct. 3, 2002

Agenda:

HTM



1.) What is the Problem?

2.) What is the Cause? (What is the Problem? What is the Cause? What is the Problem? What is the Cause?)

3.) What is the Solution?

4.) What is the Future Schedule?

5.) What is the Conclusion?

6.) Future Schedule

7.) Conclusion

HRA-O 8.) Report

ALL 9.) Q & A

FTA

5AT 3rd Clutch Burning Cause Analysis

Category

Factor

Confirmation Result

Judge

Initial
Burning

Spec.
Toughness

Lack of 3rd clutch lubricant.

Actual MP capacity of 1500cc or more has been secured

No problem

Excessive setting of Q/A

TC/CL were re-verified as OK compared to other models @ normal ATF temp.

No problem

Lack of 3rd clutch capacity.

Oil pressure & capacity of Market ATM's were confirmed as OK (@ HTM)

No problem

Other Parts Problems??

Parts made in high occurrence months were all OK?

"Joint Analysis" will Measure.

Excess clutch clearance.

NG disengagement in 3rd.

Clutch piston & oil pressure of Market ATM's were checked as OK.

No problem

NG disengagement in 2, 4 and 5th

Parts made in high occurrence months were confirmed as OK (@ HTM)

No problem

Plate Roughness is high.

US-made plates had worse surface roughness than JPN plates.

Increase in initial wear

Mfg.
(Parts)-
Related
Items

User
Condition
(shifting)

High Plate temperature.

Heat accumulation due to continuous 3-2KD/2-3 Upshifting.

Large wear

Excess Heat Generation

Identified high Q/A (=160) @ low ATF temp. 2=>3 upshift.

Large Initial wear

Lack of 3rd clutch lubrication?

LC-OFF: Lube Flow >=1500cc/min.

No problem

LC-ON: Lube Flow <1200cc/min. is OK?

"E" & "D" now Investigating

Lack of toughness against flare.

Comparison to other models during development was OK

No problem

'01 ATF performance less than '89 ATF.

Study effect on clutch wear.

No problem

Spec.
Toughness

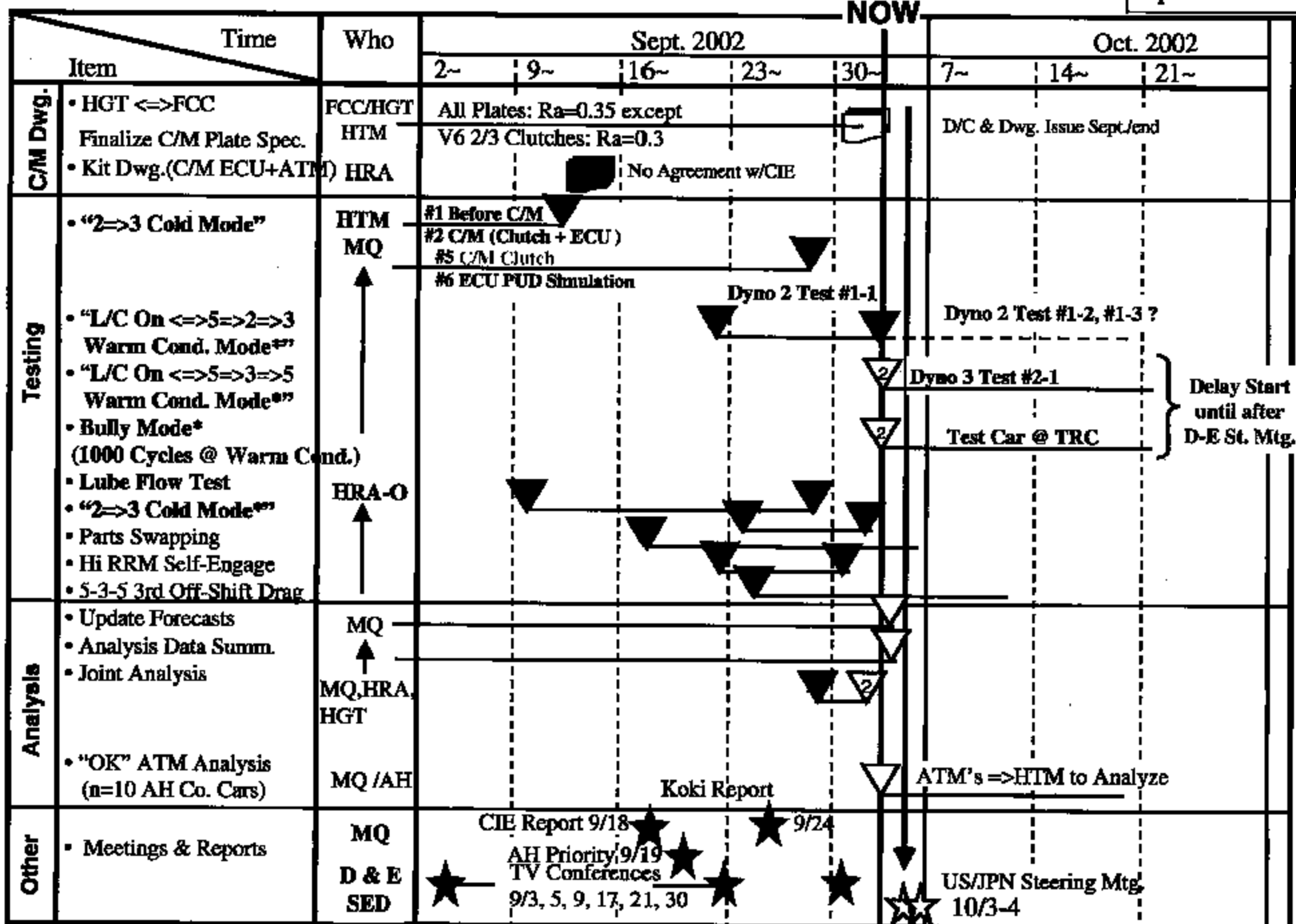
3rd
Clutch
Burning

Deterioration
from long use

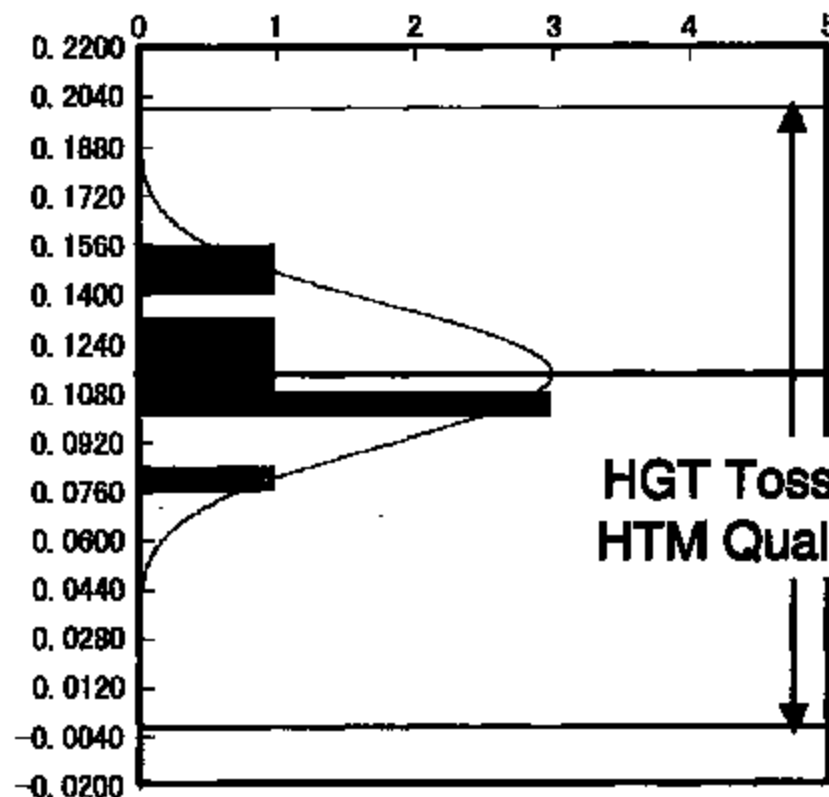
TL/CL 5AT 3rd Clutch - Follow-up Schedule

*Note: Use 3rd Clutch Market
 #Failed ATM.

Issue: D. Schmitt
 Update: 10/2/02



Example: APRIL '00



Var. No.	9
Sols	9
Min.	0.080
Max.	0.150
Mean	0.1144
SD	0.02242
Skw	0.222
Kurt	-0.733
USL	0.200
LSL	0.000
Cp	1.487
Cpk	1.272
IS : Inside Specs	

TL/CL Mass Production TQ SNT Data
 LUBE Pressure
 D-5 LC ON

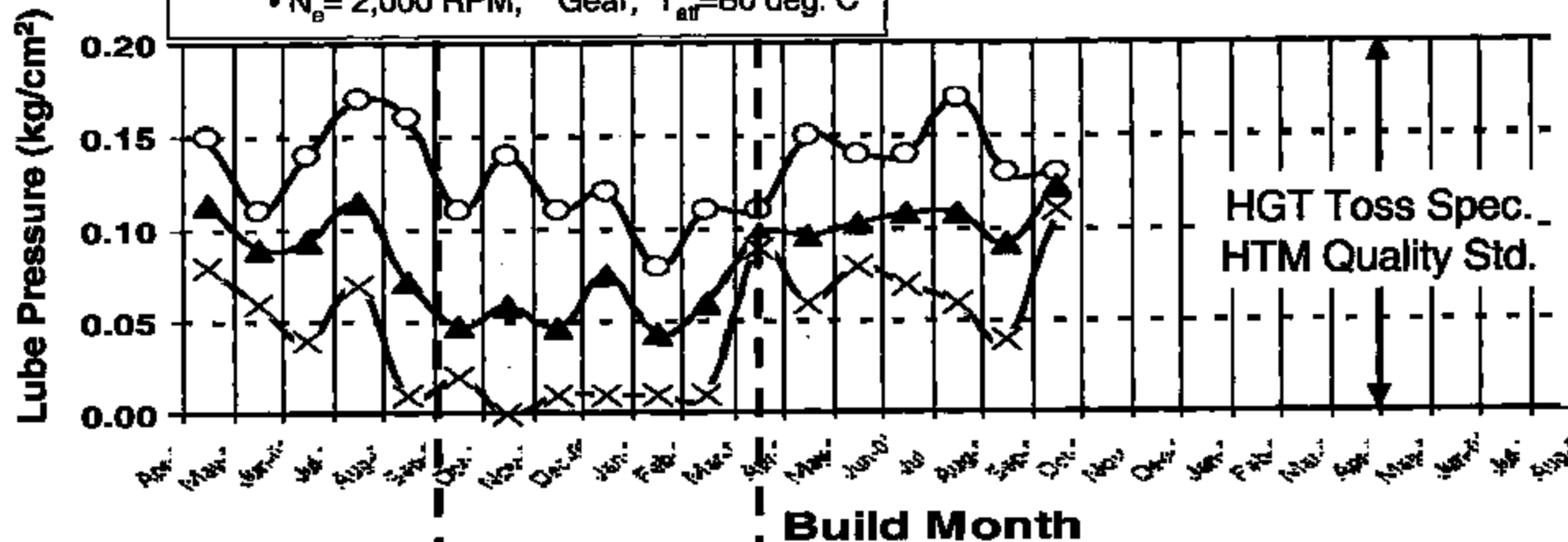
Lube Pressure Data @ "L/C ON"

- HTM TL/CL 5AT Models Combined
- TQ SNT MP Sample Inspection ATM's
- $N_B = 2,000$ RPM; Gear, $T_{air} = 80$ deg. C

Legend: Monthly Lube Press.

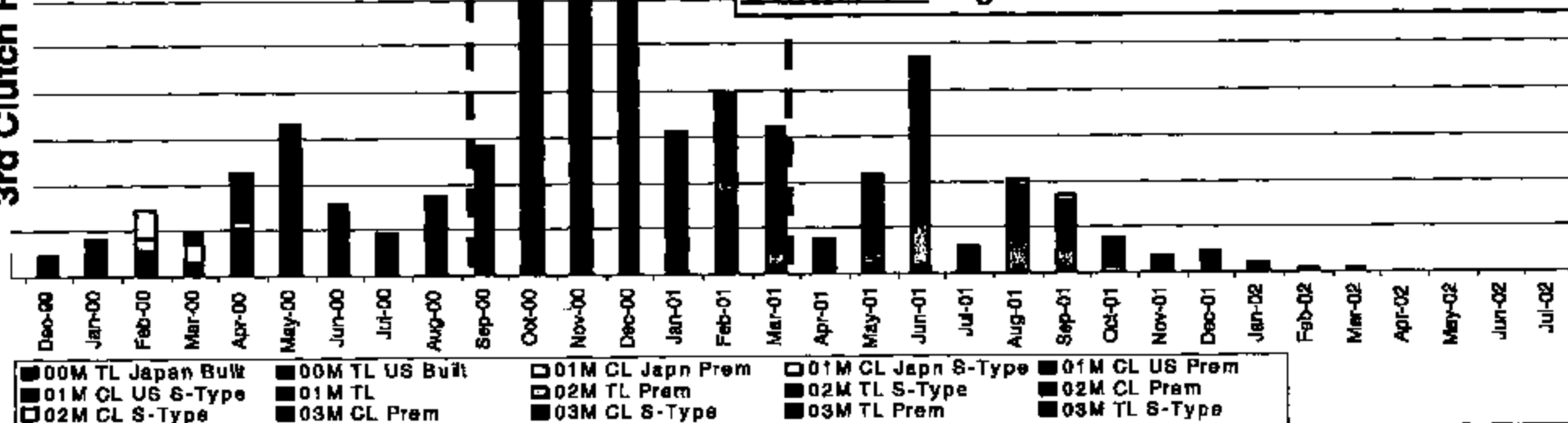
- = Max.
- ▲ = Ave.
- X = Min.

D. Schmitt
HTM MQ
Date: 9/25/02



Conclusion: High Claim months have low Lube Pressures.

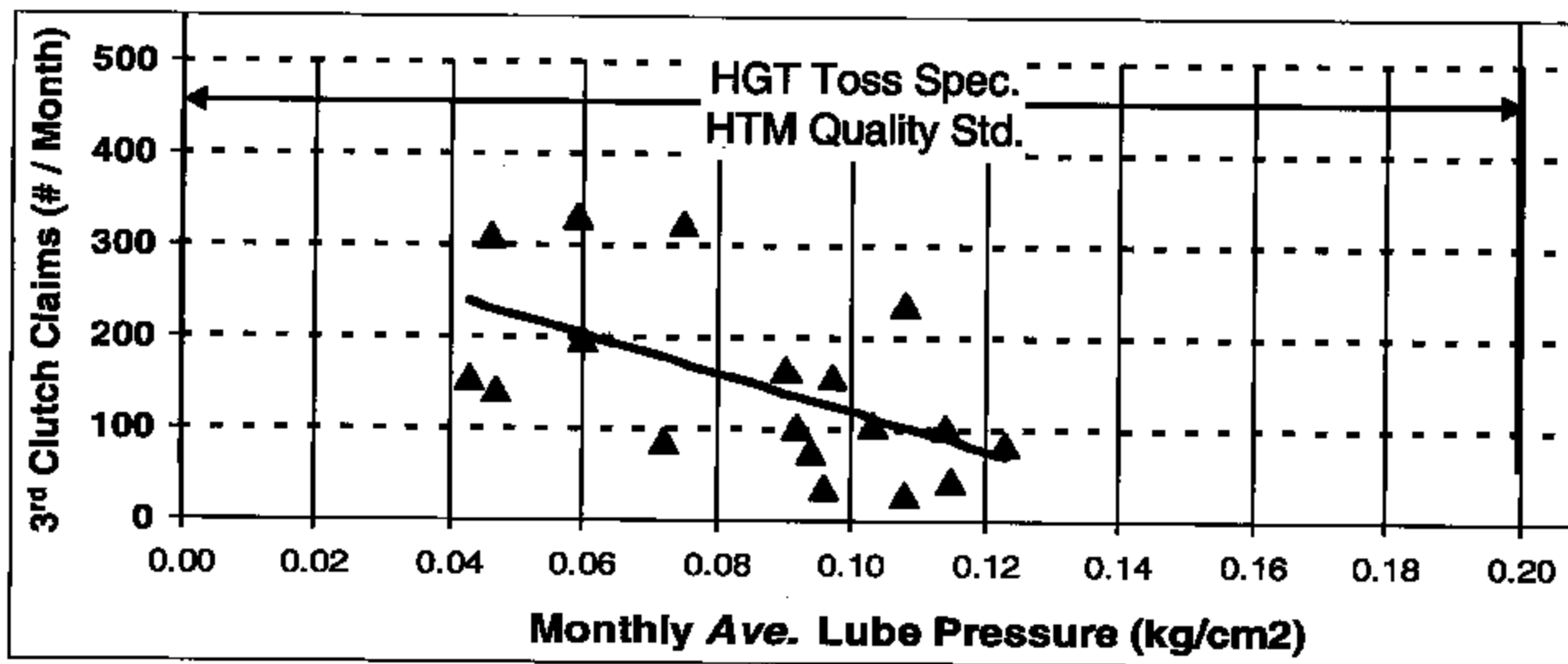
3rd Clutch Failures



(Ave.) Lube Pressure Data @ "L/C ON" vs. 3rd Clutch Claims

D. Schmitt
HTM MQ
Date: 9/25/02

- HTM TL/CL 5AT Models Combined
- TQ SNT MP Sample Inspection ATM's
- $N_g = 2,000$ RPM; Gear; $T_{\text{att}} = 80$ deg. C
- Judgement Std.: 0 ~ 0.2 kg/cm²



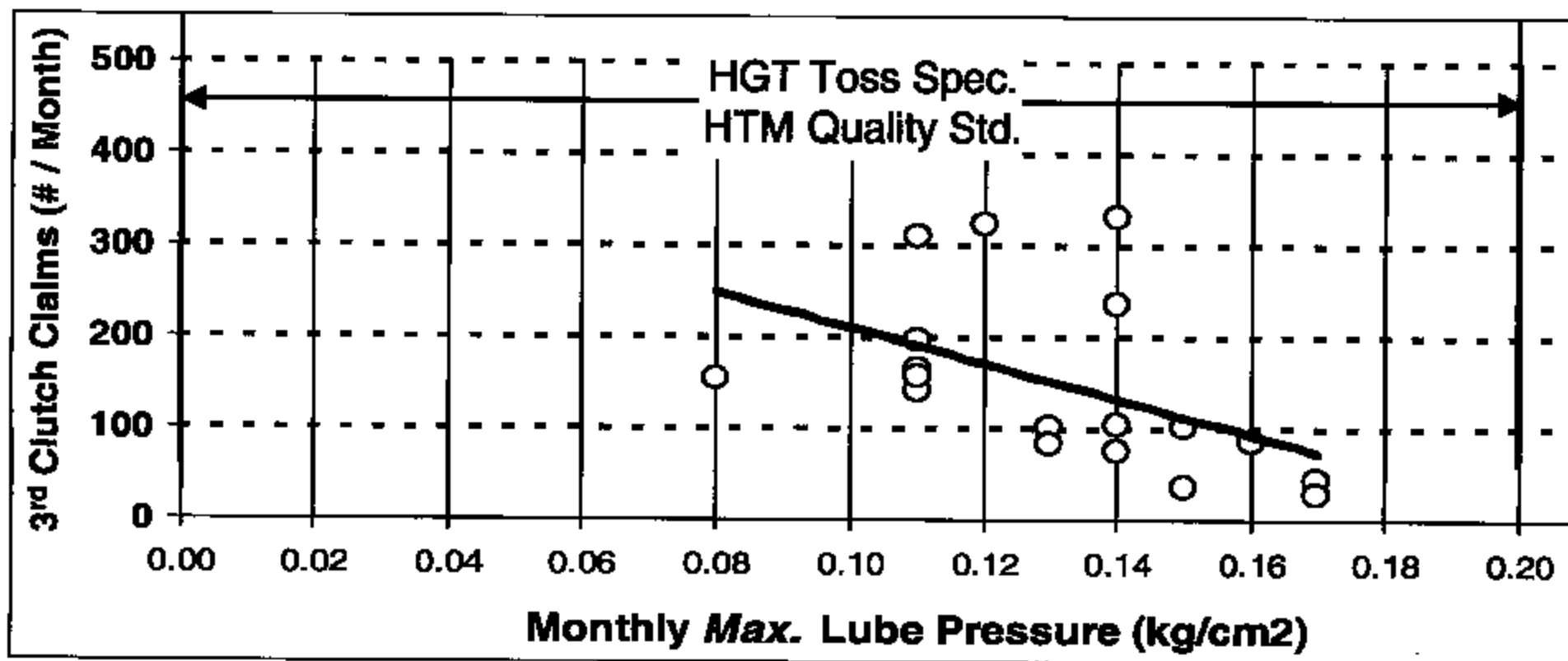
Conclusion:

1. As Lube Pressure goes down, 3rd Clutch Claims go up.

(Max.) Lube Pressure Data @ "L/C ON" vs. 3rd Clutch Claims

D. Schmitt
HTM MQ
Date: 9/25/02

- HTM TL/CL 5AT Models Combined
- TQ SNT MP Sample Inspection ATM's
- $N_g = 2,000$ RPM; Gear; $T_{atf} = 80$ deg. C
- Judgement Std.: 0 ~ 0.2 kg/cm²



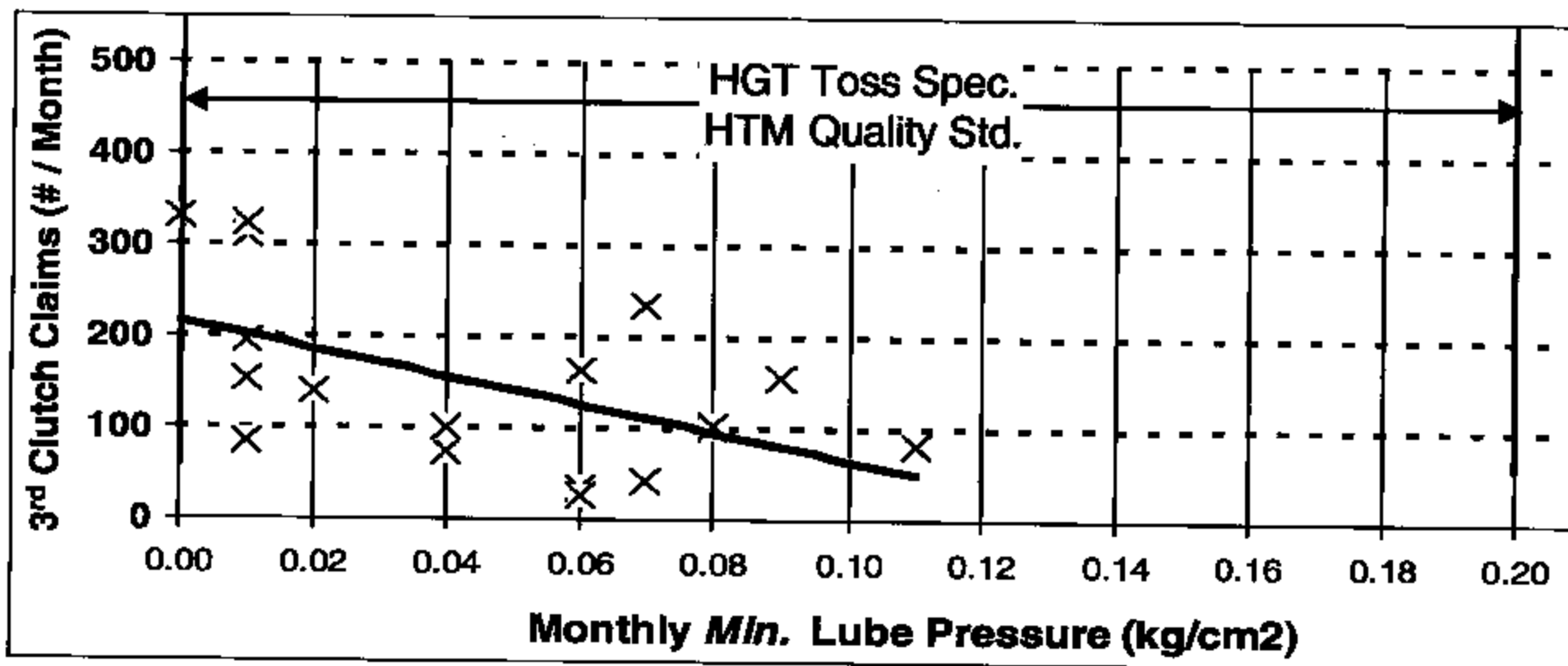
Conclusion:

1. As Lube Pressure goes down, 3rd Clutch Claims go up.

(Min.) Lube Pressure Data @ "L/C ON" vs. 3rd Clutch Claims

D. Schmitt
HTM MQ
Date: 9/25/02

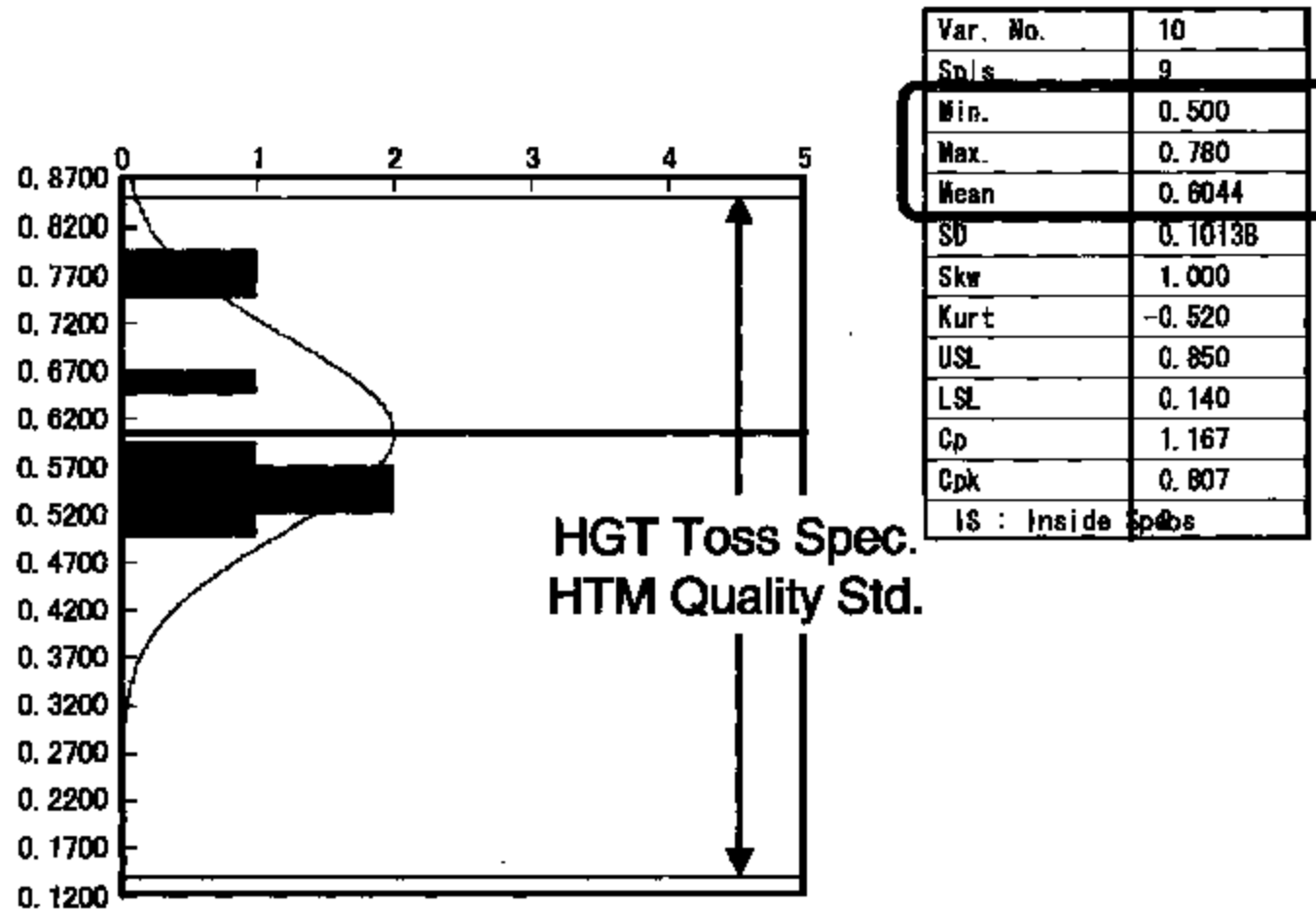
- HTM TL/CL 5AT Models Combined
- TQ SNT MP Sample Inspection ATM's
- $N_g = 2,000$ RPM; Gear; $T_{atf} = 80$ deg. C
- Judgement Std.: 0 ~ 0.2 kg/cm²



Conclusion:

1. As Lube Pressure goes down, 3rd Clutch Claims go up.

Example: APRIL '00



TL/CL Mass Production TQ SNT Data
 LUBE Pressure
 D-5 **LC OFF**

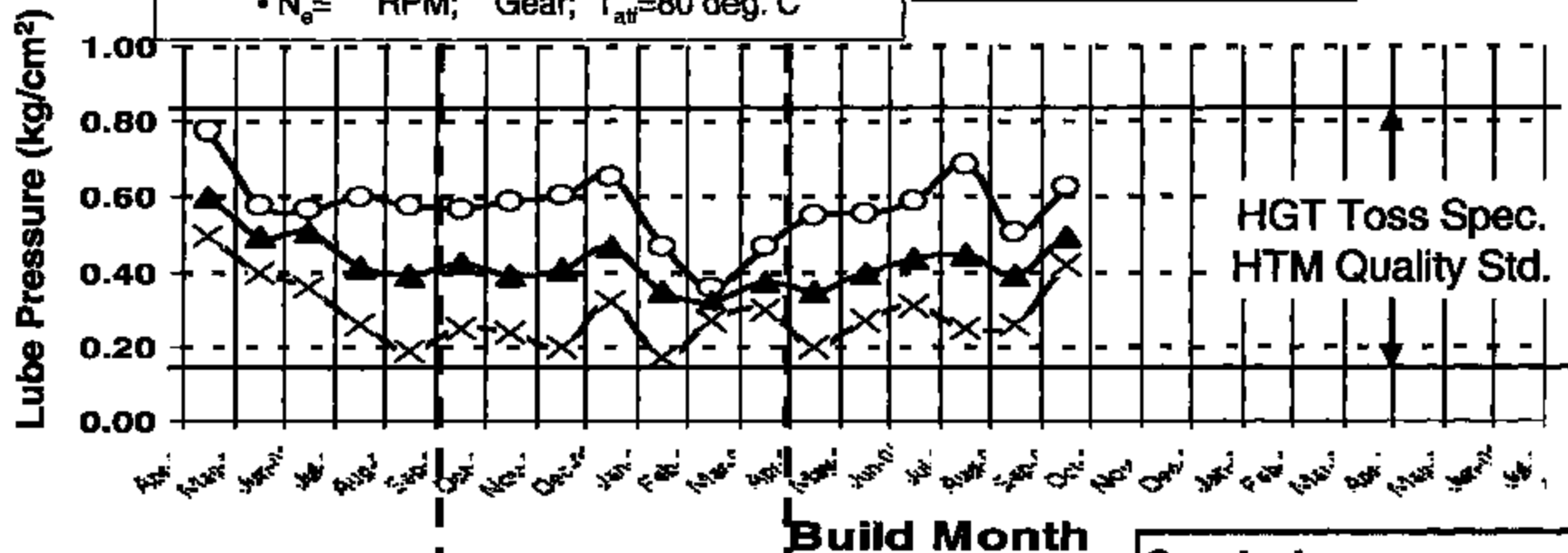
Lube Pressure Data @ "L/C OFF"

- HTM TL/CL 5AT Models Combined
- TQ SNT MP Sample Inspection ATM's
- $N_g =$ RPM; Gear; $T_{at} = 80$ deg. C

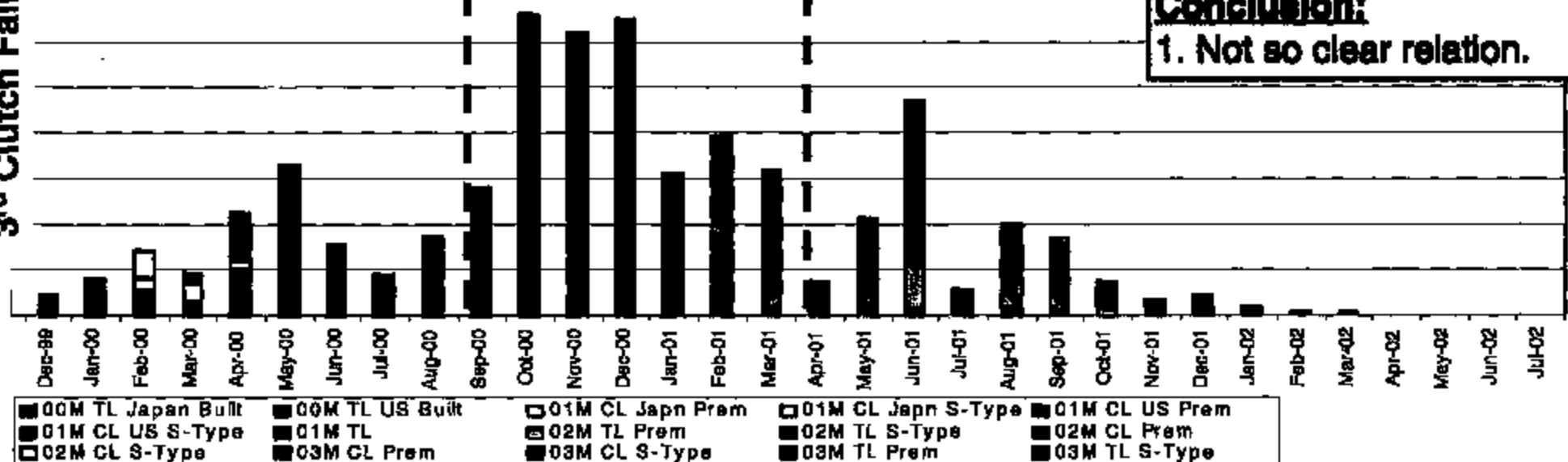
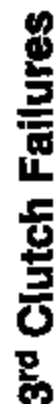
Legend: Monthly Lube Press.

O = Max.
 ▲ = Ave.
 X = Min.

D. Schmitt
HTM MQ
Date: 9/25/02



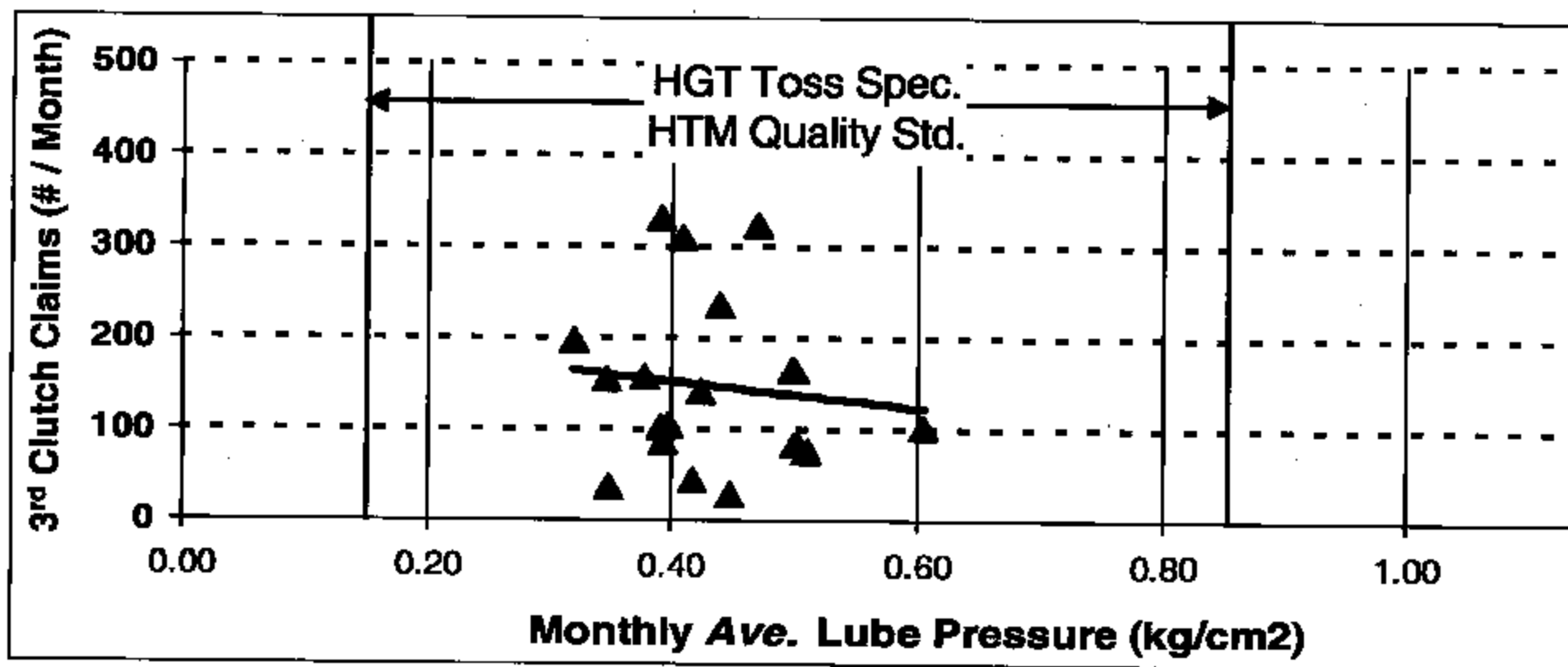
Conclusion:
1. Not so clear relation.



(Ave.) Lube Pressure Data @ "L/C OFF" vs. 3rd Clutch Claims

D. Schmitt
HTM MQ
Date: 9/25/02

- HTM TL/CL 5AT Models Combined
- TQ SNT MP Sample Inspection ATM's
- N_g = RPM; Gear; T_{at} = 80 deg. C
- Judgement Std.: 0 ~ 0.2 kg/cm²



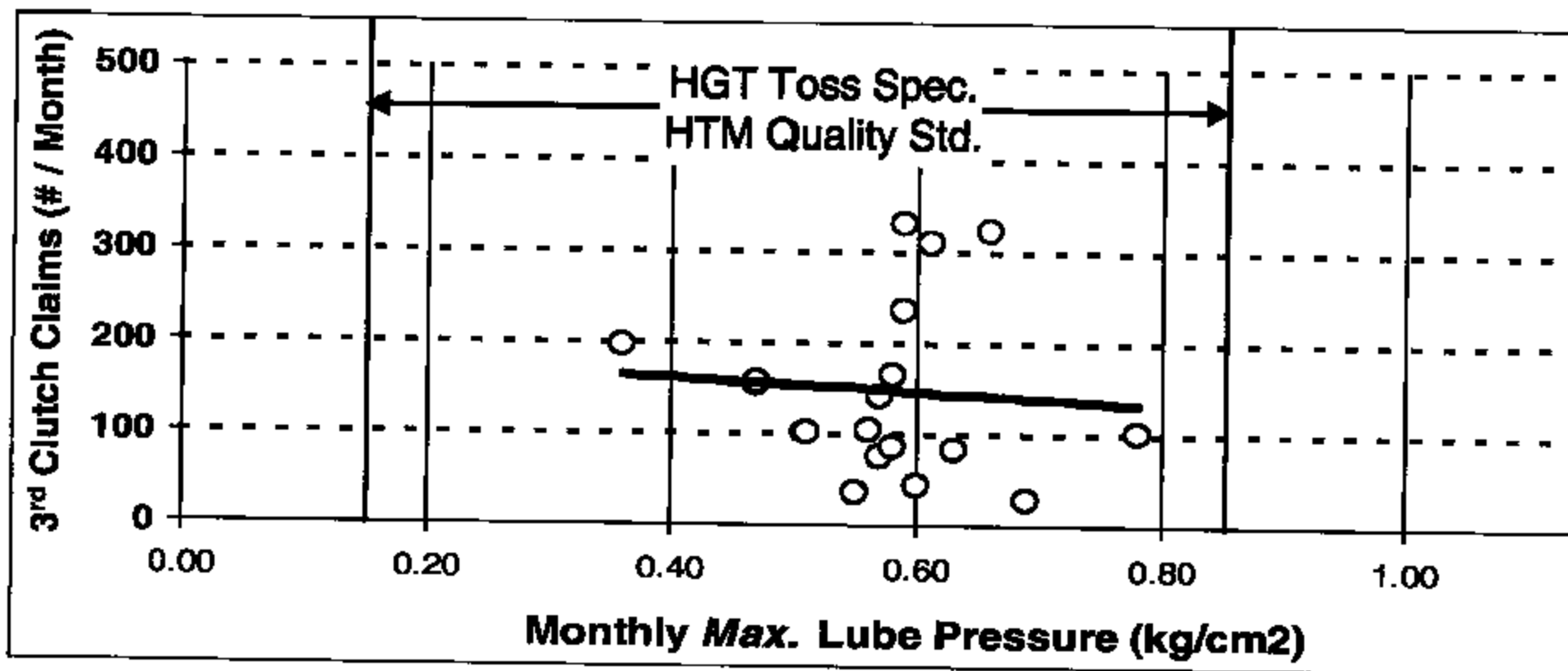
Conclusion:

1. Not so clear relation.

(Max.) Lube Pressure Data @ "L/C OFF" vs. 3rd Clutch Claims

- HTM TL/CL 5AT Models Combined
- TQ SNT MP Sample Inspection ATM's
- N_g = RPM; Gear; T_{atf} = 80 deg. C
- Judgement Std.: 0 ~ 0.2 kg/cm²

D. Schmitt
HTM MQ
Date: 9/25/02



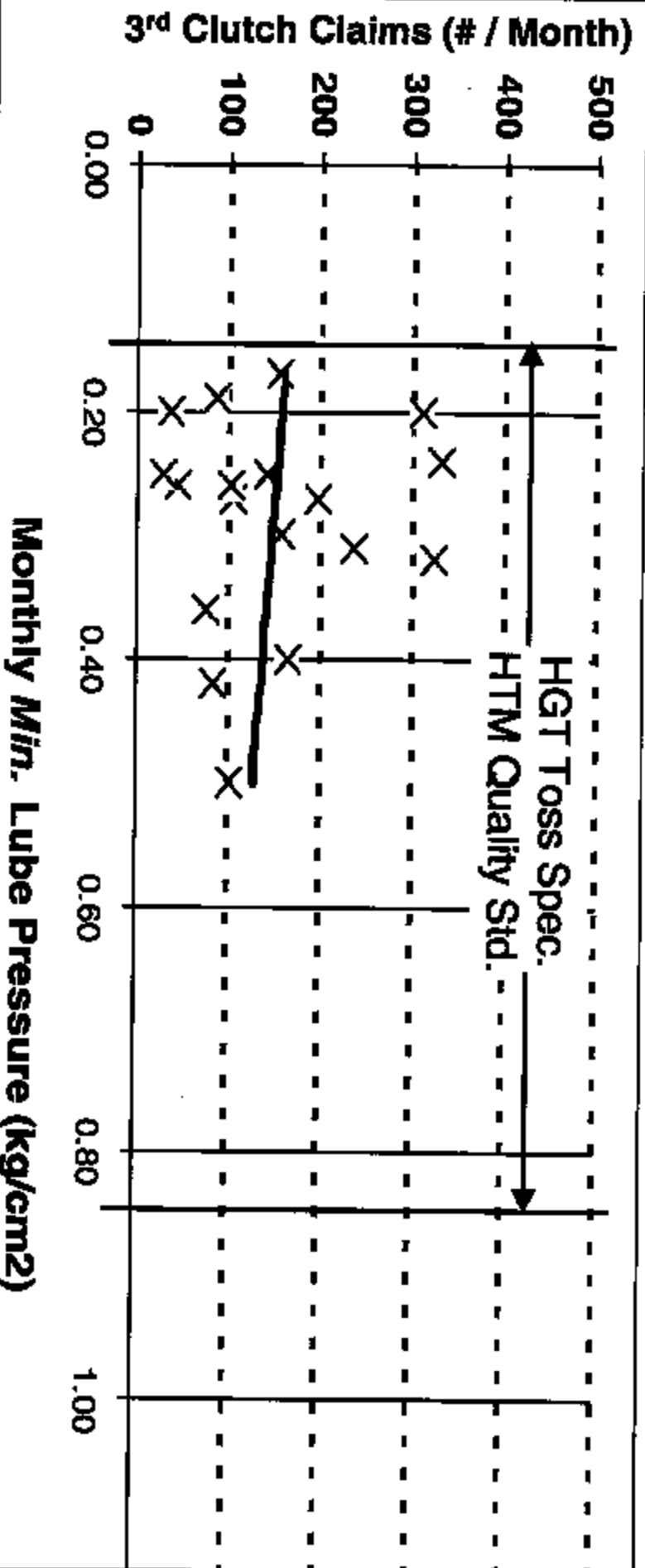
Conclusion:

1. Not so clear relation.

(Min.) Lube Pressure Data @ "L/C OFF" vs. 3rd Clutch Claims

- HTM TL/CL 5AT Models Combined
- TQ SNT MP Sample Inspection ATM's
- N_g = RPM; Gear; $T_{\text{eff}} = 80$ deg. C
- Judgement Std.: $0 \sim 0.2$ kg/cm²

D. Schmitt
HTM MQ
Date: 9/25/02



Conclusion:

1. Not so clear relation.

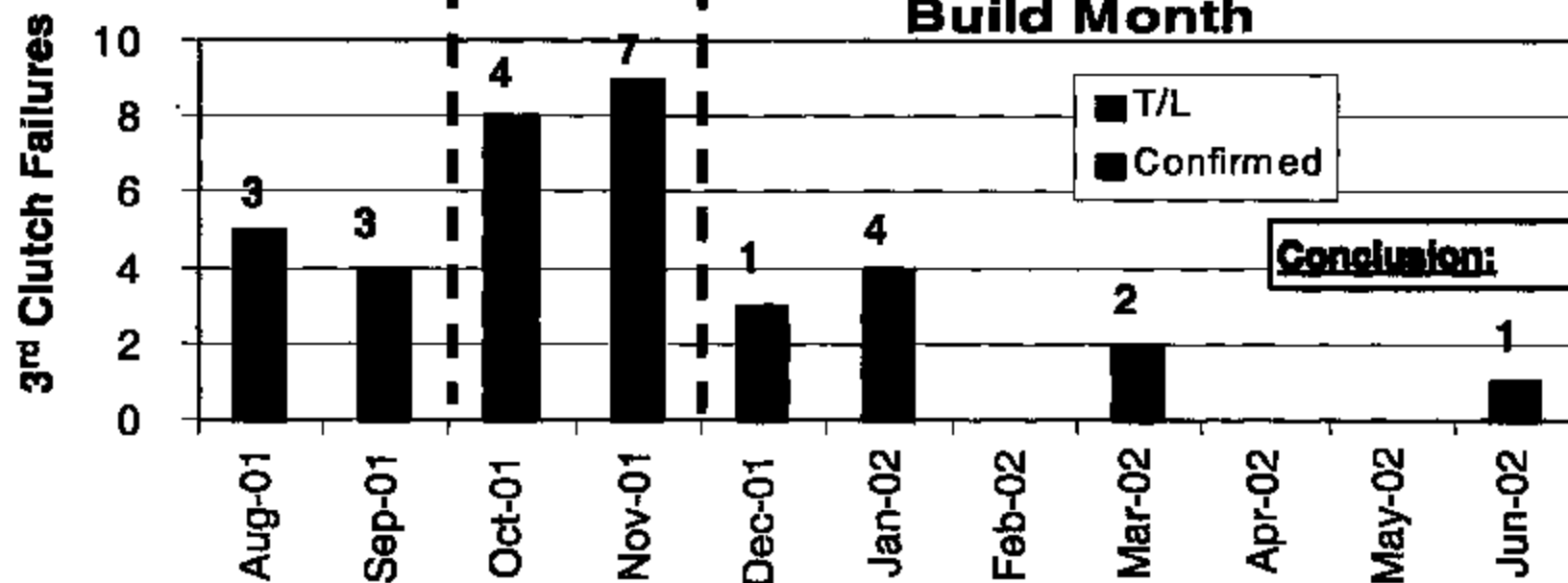
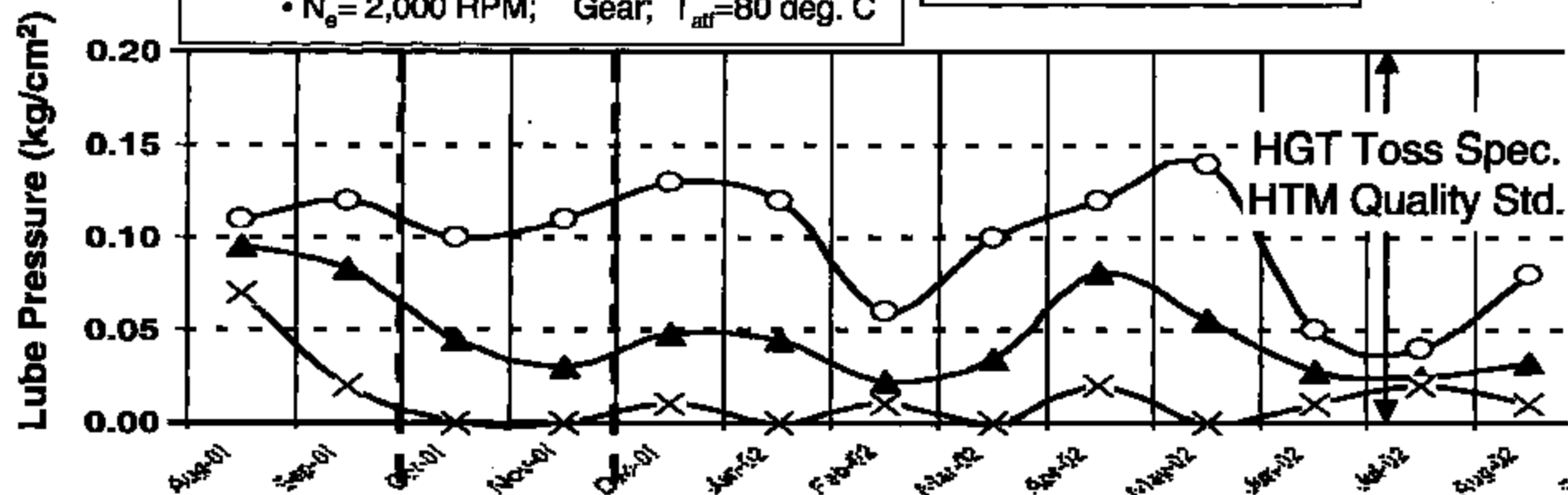
Lube Pressure Data @ "L/C ON"

- HTM '02M ODYSSEY 5AT Model
- TQ SNT MP Sample Inspection ATM's
- $N_g = 2,000$ RPM; Gear; $T_{atf} = 80$ deg. C

Legend: Monthly Lube Press.

○ = Max.
▲ = Ave.
X = Min.

D. Schmitt
HTM MQ
Date: 10/3/02



Conclusion:

Lube Pressure Data @ "L/C ON"

- HTM '02M MDX 5AT Model
- TQ SNT MP Sample Inspection ATM's
- $N_g = 2,000$ RPM; Gear; $T_{atf} = 80$ deg. C

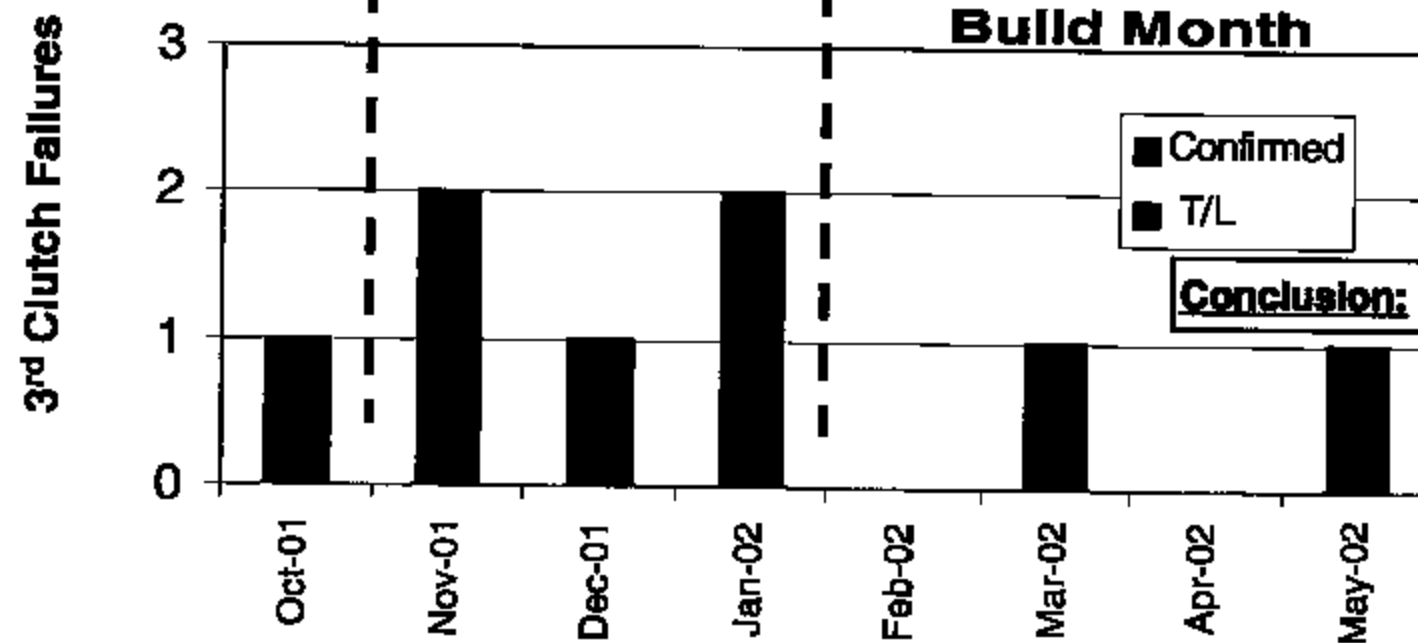
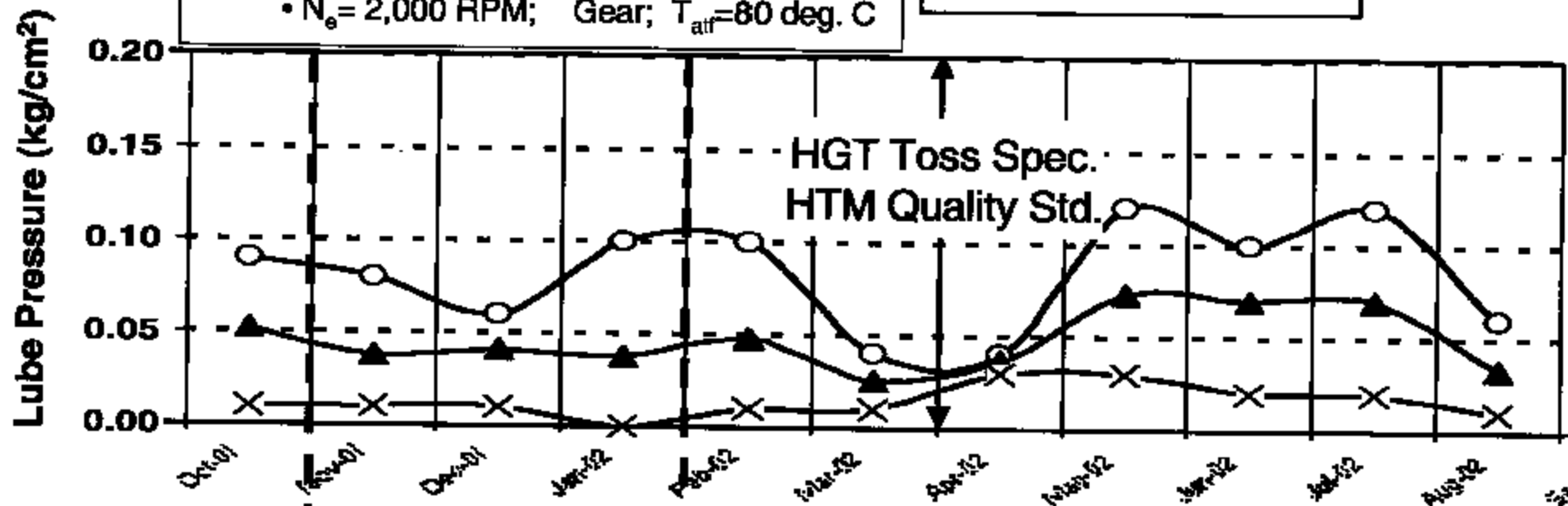
Legend: Monthly Lube Press.

- O = Max.
- ▲ = Ave.
- X = Min.

D. Schmitt

HTM MQ

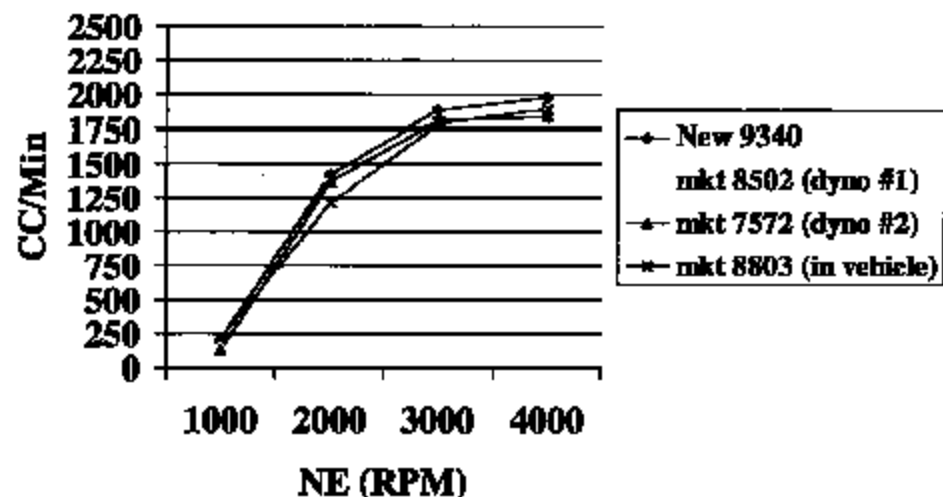
Date: 10/3/02



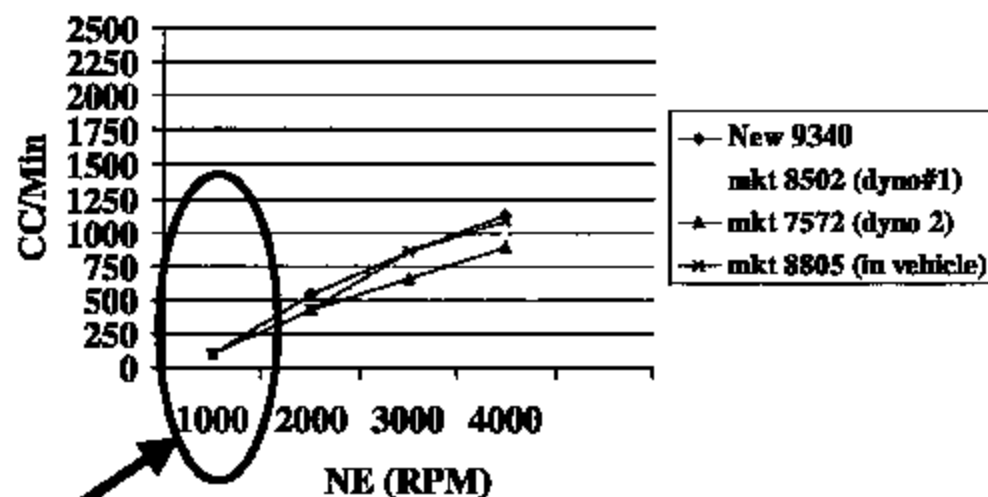
Conclusion:

Lube Oil Flow @ 3rd Gear / ATF Cooler Flow Data Comparison

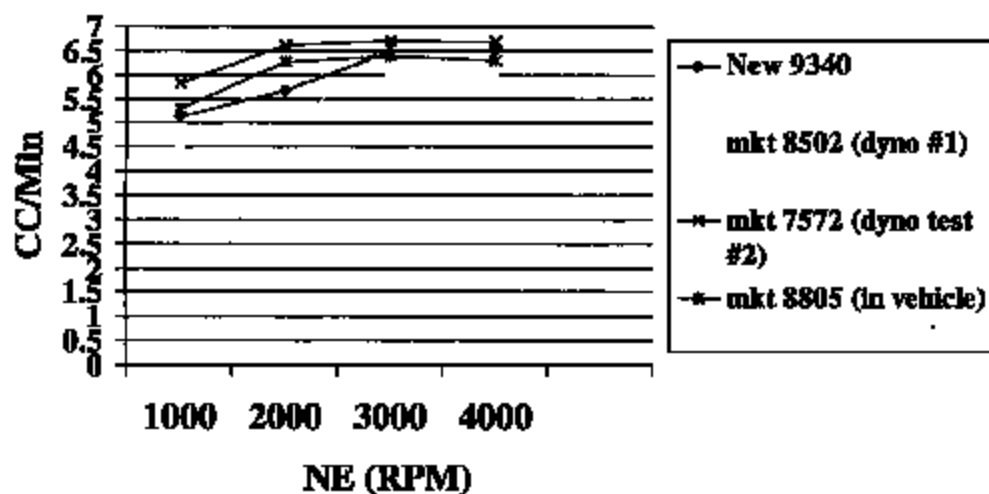
3rd Gear Flow LC off



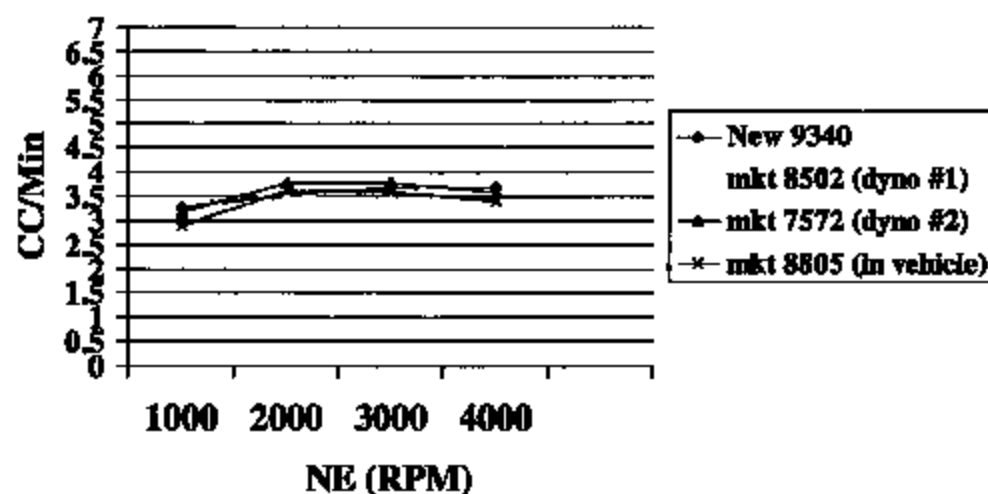
3rd Gear Flow LC on



Cooler Flow LC off



Cooler Flow LC on



Dyno Test #1 Cycle 784 (BGFA-1028502)

CH				P2											
Main	85	0.833333	0	014648	-0.056582	8.77415	8.7595	0.05	7.45	0.5	100	0	4.58075		
Sub	55	19	80	FFFF	FFFC	0257	0256	01	95	0A	9C	00	5F		

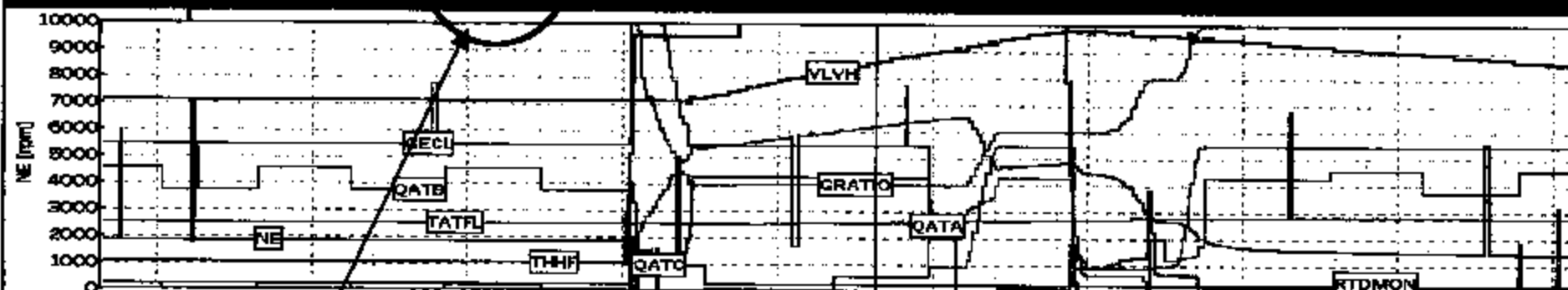
LUBE DURING LOCK UP ~.13 Kgf



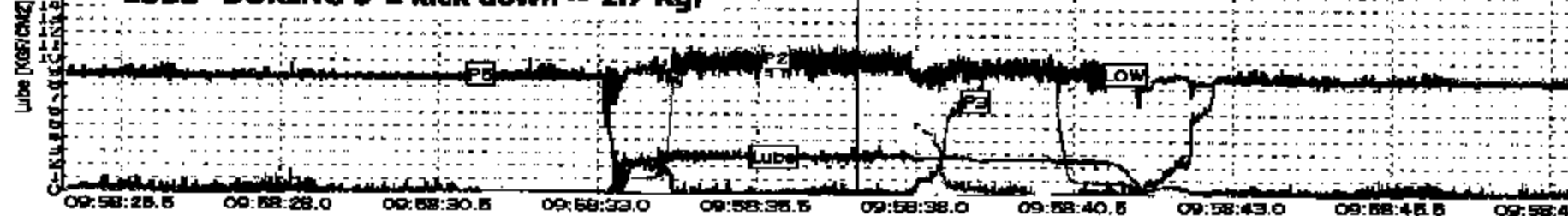
Cycle 784 Dyno Test #1

1 div : 500 msec sample rate : 5 msec

CH												low: 500 msec		sample rate: 6 msec	
Main	102	8	0	P2	8.97329	0.043644	0.176778	8.99387	8.45	1.1	0.5	101	0	2	
Sub	68	FD	80		02A9	0003	FFF4	0266	A9	16	0A	8D	00	40	



LUBE ~ DURING 5-2 kick down ~ 2.7 Kgf



09:58:25.5 09:58:28.0 09:58:30.5 09:58:33.0 09:58:35.5 09:58:38.0 09:58:40.5 09:58:43.0 09:58:45.5 09:58:4

QAH-T Top Problem Investigation

5AT 3rd Clutch Burning

HTM MQ
ATM Steering Committee Mtg.
Oct. 3, 2002

Agenda:

HTM



- 1.) What's the Problem?
- 2.) 5AT 3rd Clutch Burning Problem - New FCL - New Original MDX
- 3.) Cause Analysis
- 4.) Timeline Review - 10/1/02
- 5.) Initial MD Theory
- 6.) Initial Strategy

7.) Conclusion

HRA-O 8.) Report

ALL 9.) Q & A

7. Overall Conclusion

1.) 3rd Clutch Burning Duplication Mode ***has not been found.***



Clutch & ECU C/M's *maybe* effective.

Can't establish PUD to prevent failures.

2.) Recent '02M Odyssey & MDX Failures means the problem is a ***fundamental 5AT problem ?***

5AT 3rd Clutch - Follow-up Plan

Issue: D. Schmitt
Update: 8/22/02

Time		Who	7/8~	7/15~	7/22~	7/29~	8/5~	8/12~	8/19~	8/26~
Item									NOW	
Strainer	• Process Analysis & C/M	PQ/HGT	(See Toyo Roki Detailed Plan)		Mtg. @ Filtec					
	• Confirm Strainers from OK Clutch Market Returns	MQ/HTS			Collect Reman. Parts (Include other models)		Send some to Toyo Roki for Evaluation			
Testing	• C/M Plate Roughness	HGT	See HGT Plan							
	• FDD 3rd Clutch Mode									
	• "Bully Mode" Tests (2,200 Cycles @ Warm Cond.)	MQ	Before C/M	Clutch C/M	C/M Clutch+ECU	Before C/M				
	• Cold Condition Tests	MQ								
			Tests: #1 Before C/M & #2 C/M (Clutch + ECU): To Failure; #3 C/M Clutch; #4 C/M ECU: 600 Cycles							
			Tests: #5 C/M Clutch & #6 ECU PUD Simulation: 600 Cycles							
PUD Preparation	• Update Failure Forecasts	MQ-I								
	• Finish Cost Analysis (Parts, Labor, etc.)	MQ /AH								
	• Finalize PUD Direction	SED								
	• PUD ECU Preparation	MQ /AH								
	• "OK" Car Confirmation (n=10 AH Co. Cars)	MQ /AH								
			Preparation (Do @ AH California)							
MTG.	Inform / Share to CIE Consensus Conclusion / Decision	MQ D & E SED		7/17★	7/23★	7/25★			CIE Report 8/16★	Steering Mtg. 8/22★

5.) Follow-up Plan for 3rd Clutch Market Action










Issue: D. Schmitt
Update: 6/24/02

Item	Time	Who	6/3~	6/10~	6/17~	6/24~	6/27
• Strainer Breaking, etc. Analysis		Mike H./Fred B./PQ / HGT / HRA-O	(See Detailed Plan)			▽	★
• Strainer Press. Loss vs. 3rd Clutch Clearance Study		Mike H./Dave S.			Evaluate More Parts @ Toyo Roki, JPN	▽	Mtg. in JPN
• "Sudden, Self-Downshift" Analysis		Mike V./Horace A./ Imamura	Haga's Car	▽	3 Market ATM's	▽	
• Verify New ECU Cold Condition Improvement Impact		HRA-O / HGT				▽	
• Update Failure Forecasts		MQ-I			▽	▽	
• Dealer Repair Simulation/Cost Analysis		AH				▽	
• Repair Options Cost Analysis (Parts, Labor, etc.)		MQ-I / AH				▽	
• Make D/A Summary		Dave S. / S&D				▽	
• Repair Parts Supply - Cap. / Shipping		MQ-I / AH				▽	
• Parts Reman. Study (Clutch)		Andrew C. / AH				▽	
• Parts Reman. Study (ECU)		Mark S. / AH				▽	
• PPA Plan for high ATM #'s for Reman.		Andrew C. / AH				▽	
• Actual Repair Trials - Confirm Method (n=30 repairs on Pool Cars)		SED			Prepare? / Do? / Check? (Do after 6/26 Decision)		▽
• HGT / HRA Repair Option Opinion		D				6/19	6/24
=> Conclusion/Consensus (S-E-D Mtg)		SED			D-E TV Mtg.	★ 6/25	★ 6/26
						E-D TV Mtg.	S-E-D Mtg.

5.) Follow-up Plan for 5AT ATF Strainer Breaking

Issue: D. Schmitt

Update: 6/24/02

Item	Time	Who	6/3~	6/10~	6/17~	6/24~
MASS PRODUCTION CK. <ul style="list-style-type: none"> Contact Supplier for Spec. Dwg. Test (US vs. JPN-made parts) Strainer Height Meas. Ck. 		PQ Tim M./ John A./ Shibazaki				NOW
		PQ Tim M./ John A./ Shibazaki	MP & MQ Parts	  	Filtec send new US Parts => Toyo Roki, JPN for Spec. Test   4-Combination Ck for 2 Dies each of Case & Cover (2 Pieces each)	 Report
MARKET PARTS ANALYSIS <ul style="list-style-type: none"> Confirm HRA-O Data / Parts Analysis Collect Broken Reman. Parts for HGT (Strainer & outside Filter) Collect past PED Endurance Test Parts (For Strainer Press. Loss vs. 3rd Clutch Clearance Study). 		MQ/PQ/HRA-O				
		Mike H./Fred B./ HGT Mike H./Fred B	Mtg. @ HRA-O (n=10)	  Evaluate @ Toyo Roki, JPN	 Analysis with Toyo Roki 6/14 (Sent n=6)	6/18 (Sent n=5)
<ul style="list-style-type: none"> HGT / HRA Repair Option Opinion 		D				
=>Conclusion/Consensus (S-E-D Mtg)		SED			6/19 D-E TV Mtg. ★	6/24 E-D TV Mtg. 6/25 ★ 6/26 S-E-D Mtg. ★

5AT 3rd Clutch Mtg. - Follow-up Items from 7/23 CIE Mtg.

Issue: D. Schmitt
Date: 7/24/02

No.	Item	Contents	Who	When
1.	Calculate Trigger Date	When does COST advantage disappear for PUD?	JW/JC/MB	8/15
2.	Occur. Update	Update Graphs (date, model year & type, % failure)	↑	↑
3.	Current C/M's Effect (esp. w/o ECU change)	Recurrences of ATM Assy. Change (esp. low Mileage Failures)? Occurrences after only Plate C/M? '03M (Current MP) failures?		
4.	Forecast Update	(Weibull) by model type, as possible		
5.	OK Vehicle Confirm.	ATM change to confirm strainer condition (n= ?) PUD method confirmation PUD inspection limit confirmation	SED (JN/MB/RB/Yamanaka)	
6.	FCC Roughness change	Change trend for Roughness @ FCC-I (0=>5,000 pieces)	PQ	
7.	'03M TL Failures (~n=20)	Apr. 02 ~ Production: Check if 3rd clutch is ok?	MQ	
8.	Vehicle Duplication Test	Finish Hot Cond. 2200 Cycle "Bully Mode" Tests (n=3) " Cold Mode Upshift Tests #1 & #2	MF/MV/RH MF/HA	
9.	Warranty Plates S.R.	Summarize Warranty / OK plate levels " Jpn Failures original plate S.R.	MF/DS	
10	ATF Strainer	Analysis Summ.: If OK Clutches are ok =>Strainer is ok	MQ	
11	Failure Mechanism	Root Cause of Problem needs to be clarified	HGT	
12	ECU Only C/M	Possibility of C/M ECU only for PUD?	HGT	

TL/CL 3rd Clutch Wear

October 1, 2002

HGT 42D

3rd Clutch Burning

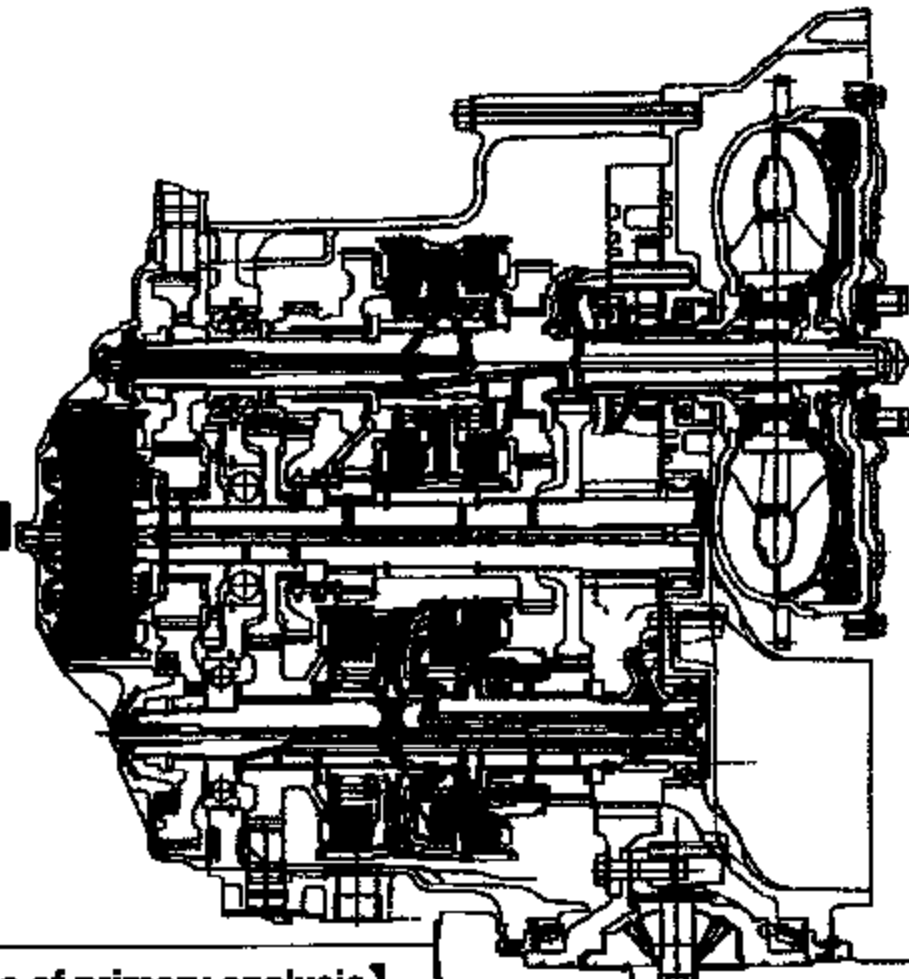
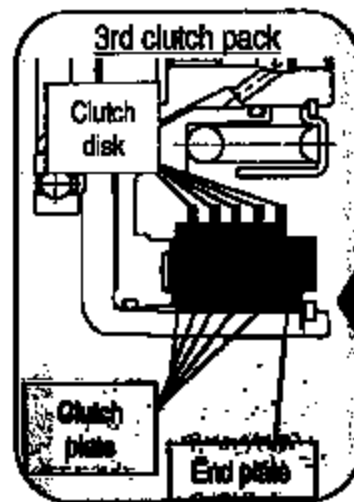
Results of Analysis as of March 2002

Symptom

Occurred on 00~02M 3.2TL/CL

Customers' allegations

Engine flares up on 2-3 upshift
Clutch judders on 2-3 upshift
Transmission has no 3rd gear
etc.



Analysis of symptom-developed product (3rd clutch)




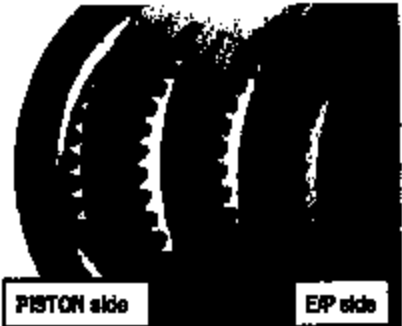






【Results of primary analysis】
3rd clutch was found burned
and excessively worn.



In-depth analysis of 3rd clutch

Results of Analysis of Transmissions Returned from the Market

1. Appearance check results

Miss.No.	B7WA-8031226	B7WA-9044757	B7WA-9027013	B7WA-5004222
Date of manufacture	?	2001-9-4	2001-6-12	2002-2-18
Date of occurrence	?	2002-8-27	2002-7-10	2002-8-8
Alleged symptom	5-2DOWN	SLIPS	NOT SHIFTING	SLIPS
Mileage	49056Mil.	8035Mil.	20315Mil.	15683Mil.
Condition of clutch disks				
Condition of clutch plates				

- The clutch disk does not seem to have worn due to heat build-up and resultant carbonization but seems to have worn as if it were filed.

Results of Analysis of Transmissions Returned from the Market

2. Clutch clearance and amount of disk wear

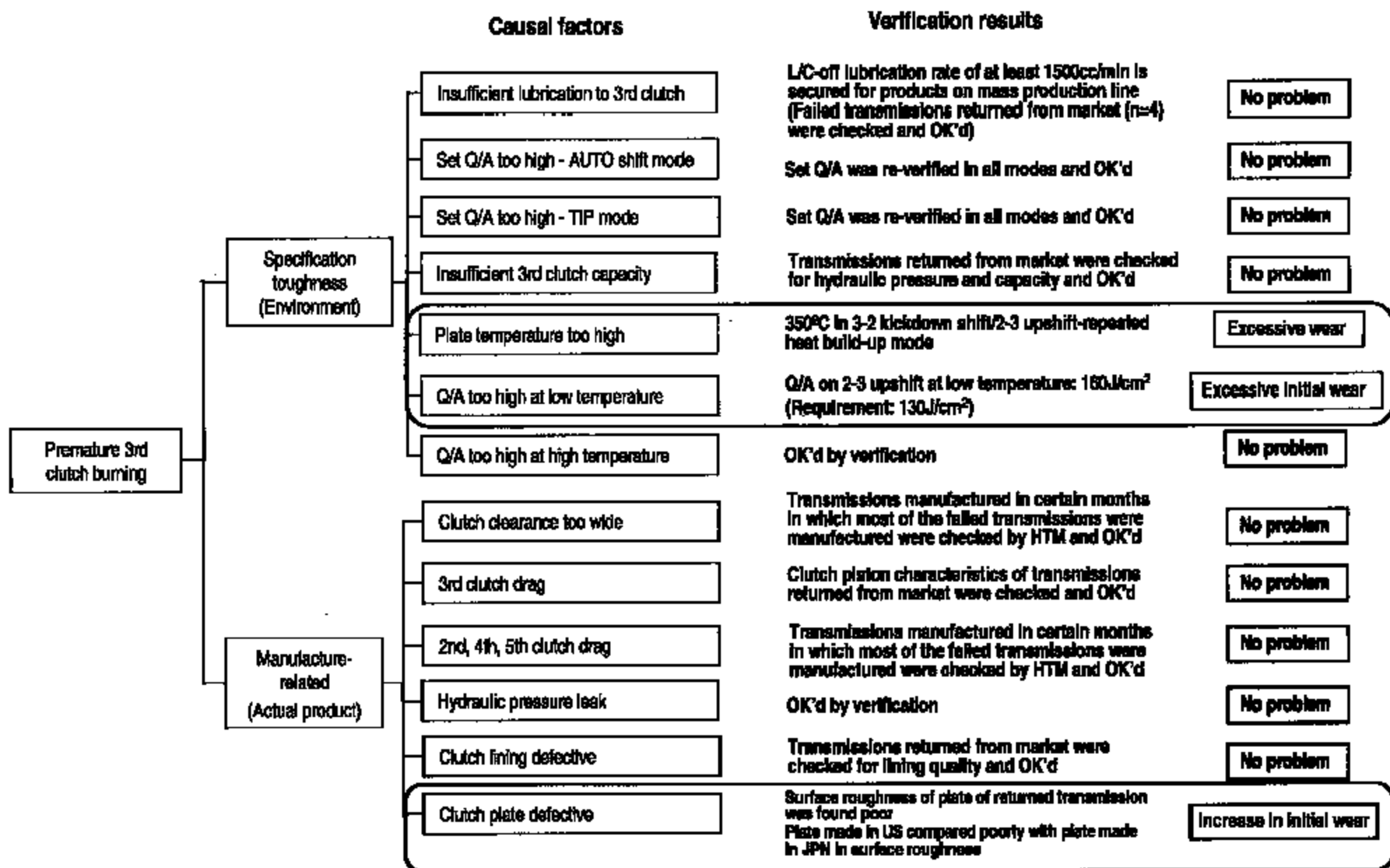
Miss No.		B7WA-9044757		B7WA-9027013		B7WA-5004222		B7WA-8031226	
Clutch clearance	Low	1.20		1.45		1.43		1.45	
	2nd	0.80		1.08		1.07		1.15	
	3rd	1.41 *1		1.84 *1		1.30 *1		3.20	
	4th	0.90		0.98		1.00		1.39	
	5th	0.82		0.91		0.88		1.02	
Clutch burn level	Low	A1		A1		A1		A1	
	2nd	A1		A1		A2		B1 + heat spot	
	3rd	Facing worn out		Facing worn out		Facing (partially) worn out		Facing (completely) worn out	
	4th	A1		A1		B1 + heat spot		B1 + heat spot	
	5th	A1		A1		A2 + heat spot		A2	
3rd clutch disk wear amount	IN/OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT
PISTON side	1	0.681	0.634	0.746	0.734	0.726	0.711	0.722	0.731
	2	0.682	0.690	0.736	0.720	0.508	0.386	0.727	0.725
	3	0.669	0.677	0.729	0.720	0.533	0.639	0.728	0.711
	4	0.466	0.492	0.519	0.560	0.638	0.643	0.369	0.451
E/P side	5	0.143	0.182	0.095	0.123	0.099	0.160	0.181	0.198
	Max	0.682	0.690	0.746	0.734	0.726	0.711	0.728	0.731

*1 : Plate deformed

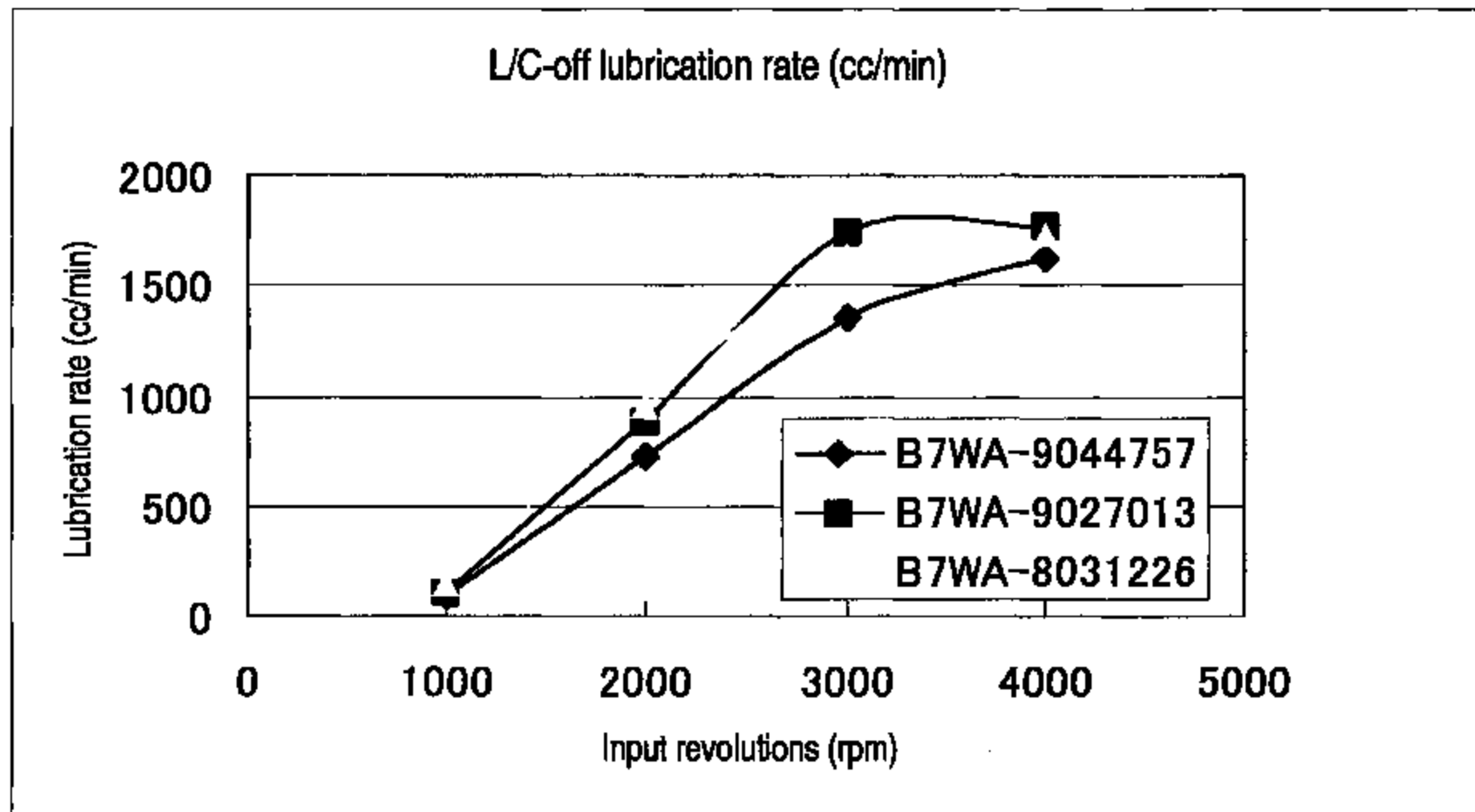
- There is such a tendency that the nearer the clutch disk is to the piston, the larger the amount of disk wear becomes.
- Clutches other than 3rd clutch present no unusual wear or burn.

Analysis of Causal Factors of 3rd Clutch Burning and Results of Analysis

Results of Analysis as of March 2002



Lubrication rate of 3rd clutch of transmission returned from the market



3rd clutch lubrication rate (with lockup clutch off) meets the target. No problem.

Analysis of Causal Factors of 3rd Clutch Burning and Results of Analysis

Results of Analysis as of March 2002

		Causal factors	Verification results	
Premature 3rd clutch burning	Specification toughness (Environment)	Used fuel type (petroleum) (Ref. 1)	A 100% burning rate of at least 150km/h is secured for products in same production line. Failed transmissions manufactured in marked (Q/A) were checked and OK'd	No problem
		High Q/A (ex. high) (Actual product)	High Q/A was verified in all marked and OK'd	No problem
		High Q/A (ex. low) (Actual product)	Low Q/A was verified in all marked and OK'd	No problem
		Low Q/A (ex. high) (Actual product)	Low Q/A was verified in all marked and OK'd	No problem
	Plate temperature too high	Plate temperature too high	350°C in 3-2 kickdown shift/2-3 upshift-repeated heat build-up mode	Excessive wear
		Q/A too high at low temperature	Q/A on 2-3 upshift at low temperature: 160J/cm ² (Requirement: 130J/cm ²)	Excessive initial wear
	Manufacture-related (Actual product)	Q/A too high (ex. high) (Actual product)	OK'd by verification	No problem
		Clutch clearance too wide	Transmissions manufactured in certain months in which most of the failed transmissions were manufactured were checked by TBI and OK'd	No problem
		3rd clutch drag	Clutch plates manufactured and transmissions returned from market were checked and OK'd	No problem
		2nd, 4th, 5th clutch drag	Transmissions manufactured in certain months in which most of the failed transmissions were manufactured were checked by TBI and OK'd	No problem
		Hydraulic pressure leak	OK'd by verification	No problem
		Clutch lining defective	Transmissions returned from market were checked for lining quality and OK'd	No problem
		Clutch plate defective	Surface roughness of plate of returned transmission was found poor. Plate made in US compared poorly with plate made in JPN in surface roughness	Increase in initial wear

Analysis of Causes

② Clutch Q/A while Shifting

1. Q/A while normal shifting

At ordinary temperature (Requirement: 130J/cm² on upshift, 85J/cm² on kickdown shift)

Model	Q/A in each shift mode (J/cm ²)										
	1-2	2-3	3-4	4-5	5-4	4-3	4-2	4-1	3-2	3-1	2-1
CLS	55	88	108	50	46	68	44	33	28	30	28
MDX	63	69	89	81	49	69	53	24	41	13	37
US ODY	64	68	74	60	48	62	33	34	47	32	35
LS-V	96	96	91								

- Q/A at ordinary temperature of CL was comparable to that of other models' and meeting the requirement.

2. Q/A on repeated 2-3 upshift/3-2 kickdown shift

This mode is not among the requirements (Target plate temperature is 300°C)

	BI		MD		CL	
	3-2KD	2-3UP	3-2KD	2-3UP	3-2KD	2-3UP
1st cycle (J/cm ²)	39	73	42	69	28	89
2nd cycle (J/cm ²)	35	67	47	71	39	102
3rd cycle (J/cm ²)	39	73	47	65	33	124
Temperature at peak of heat build-up	267°C		263°C		360°C	

- CL's 3rd clutch Q/A on repeated up & down shifts and at low temperature was high as compared with that of other models, and this is considered to be a factor contributing to the concentration upon 3rd clutch of CL/TL.

3. Q/A while shifting at low temperature

	BI Q/A(J/cm ²)		MD Q/A(J/cm ²)		CL Q/A(J/cm ²)	
	Low temperature	Ordinary temperature (Mark)	Low temperature	Ordinary temperature	Low temperature	Ordinary temperature (Mark)
1-2UP	68	64	63	55	73	55
2-3UP	78	68	109	64	160	88
3-4UP	75	74	79	66	151	108

3rd Clutch Burning – Summary

Results of Analysis as of March 2002

【Basic factor】 ECU data setting lacked propriety

- Q/A on 2-3 upshift at low temperature exceeds the requirement (160J/cm², whereas the requirement is 130J/cm²)
- Heat builds up due to frequent shifting between 2nd and 3rd (360°C, whereas allowable limit is 300°C)

2. Countermeasures

- Countermeasure to decrease Q/A on 2-3 upshift at low temperature

Change in hydraulic pressure characteristics, linear solenoid compensation at low ATF temperature, and shift schedule

- Countermeasure to decrease Q/A on repeated 2-3 upshift/3-2 kickdown shift

Change in hydraulic pressure characteristics, increase in engine retard while shifting and change of shifting time

- Verification of effectiveness of countermeasures

Comparison of clutch Q/A (J/cm ²)	CL Before C/M	CL After C/M	Requirement
Upshift (2-3) at low temperature	160	88	130 MAX
Upshift (2-3) at ordinary temperature	88	85	↑
Kickdown shift (3-2)	28	27	85 MAX
2-3 upshift after 3-2 kickdown shift	124	97	130 MAX
Maximum plate temperature after repeated 2-3 upshift/3-2 kickdown shift	360°C	296°C	Target 300°C MAX

- ECU data change (review of hydraulic pressure, shift schedule, etc.)

Applied in May

Analysis of Causal Factors of 3rd Clutch Burning and Results of Analysis

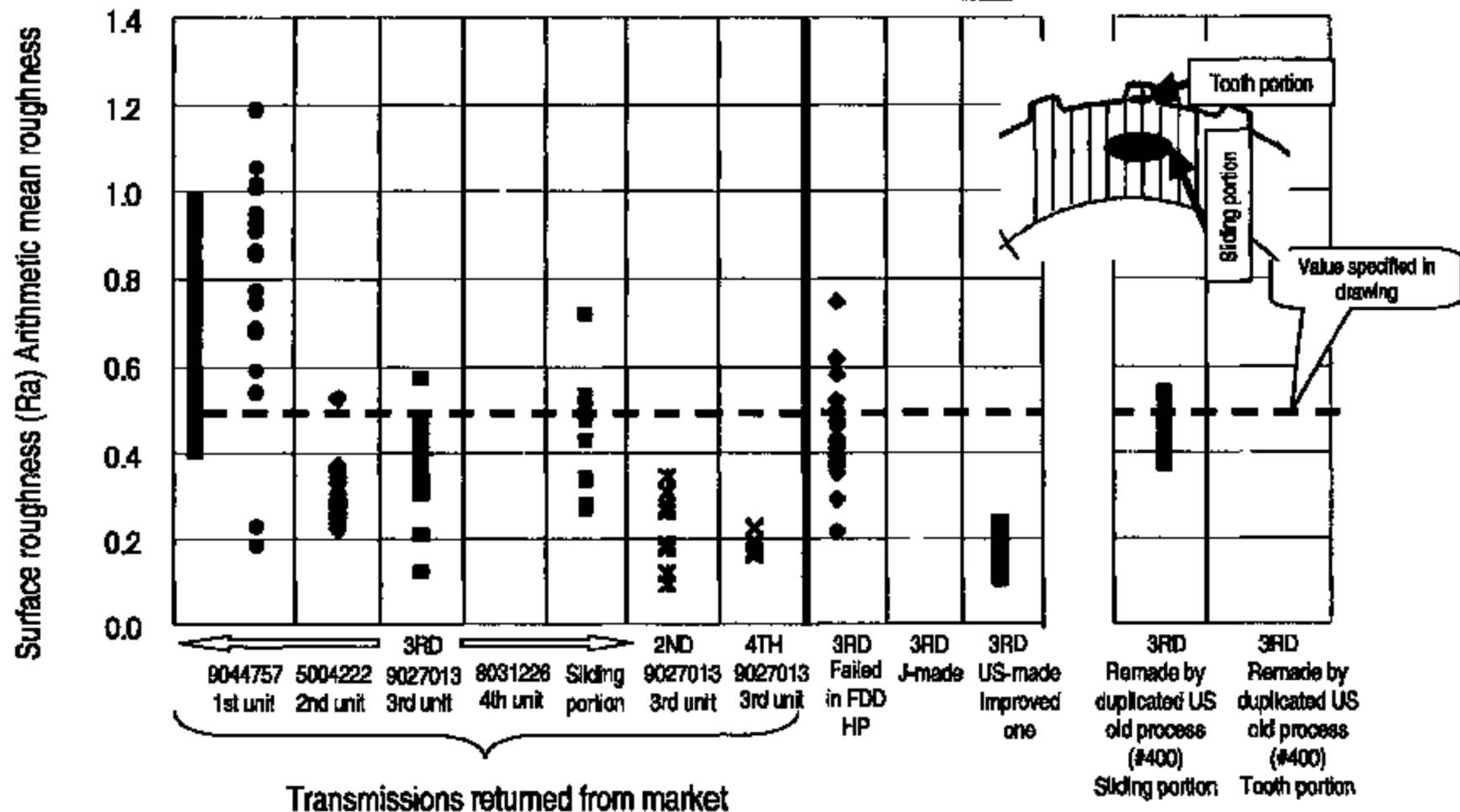
Results of Analysis as of March 2002

		Causal factors	Verification results	
Premature 3rd clutch burning	Specification toughness (Environment)	1. Clutch plate material strength	1. Clutch plate material strength was checked and was OK for production use. (Requirement: 1000N/mm ² tensile strength, minimum 1000N/mm ² tensile strength, 1000N/mm ² tensile strength)	No problem
		2. Clutch plate material strength	2. Clutch plate material strength was checked and was OK for production use. (Requirement: 1000N/mm ² tensile strength, minimum 1000N/mm ² tensile strength, 1000N/mm ² tensile strength)	No problem
		3. Clutch plate material strength	3. Clutch plate material strength was checked and was OK for production use. (Requirement: 1000N/mm ² tensile strength, minimum 1000N/mm ² tensile strength, 1000N/mm ² tensile strength)	No problem
		4. Clutch plate material strength	4. Clutch plate material strength was checked and was OK for production use. (Requirement: 1000N/mm ² tensile strength, minimum 1000N/mm ² tensile strength, 1000N/mm ² tensile strength)	No problem
	Temperature related (Actual product)	Plate temperature too high	350°C in 3-2 kickdown shift/2-3 upshift-repeated heat build-up mode	Excessive wear
		Q/A too high at low temperature	Q/A on 2-3 upshift at low temperature: 160J/cm ² (Requirement: 130J/cm ²)	Excessive initial wear
		Q/A too high at high temperature	OK by verification	No problem
		Clutch clearance too high	The new feature was implemented. In detail, during the build-up mode of the failed transmission, the transmission was checked by JTM and OK.	No problem
		3rd clutch drag	The new feature was implemented. In detail, during the build-up mode of the failed transmission, the transmission was checked by JTM and OK.	No problem
		2nd, 4th, 5th clutch drag	These clutches were designed in a way that the in which most of the failed transmission were manufactured were checked by JTM and OK.	No problem
	Clutch plate defective	Hydraulic pressure leak	OK by verification	No problem
		Clutch lining defect	Clutch lining returned from market were checked for being quality and OK.	No problem
		Clutch plate defective	Surface roughness of plate of returned transmission was found poor. Plate made in US compared poorly with plate made in JPN in surface roughness.	Increase in initial wear

Analysis of Causes

④ Surface Roughness of Clutch Plate

Results of clutch plate surface roughness measurement

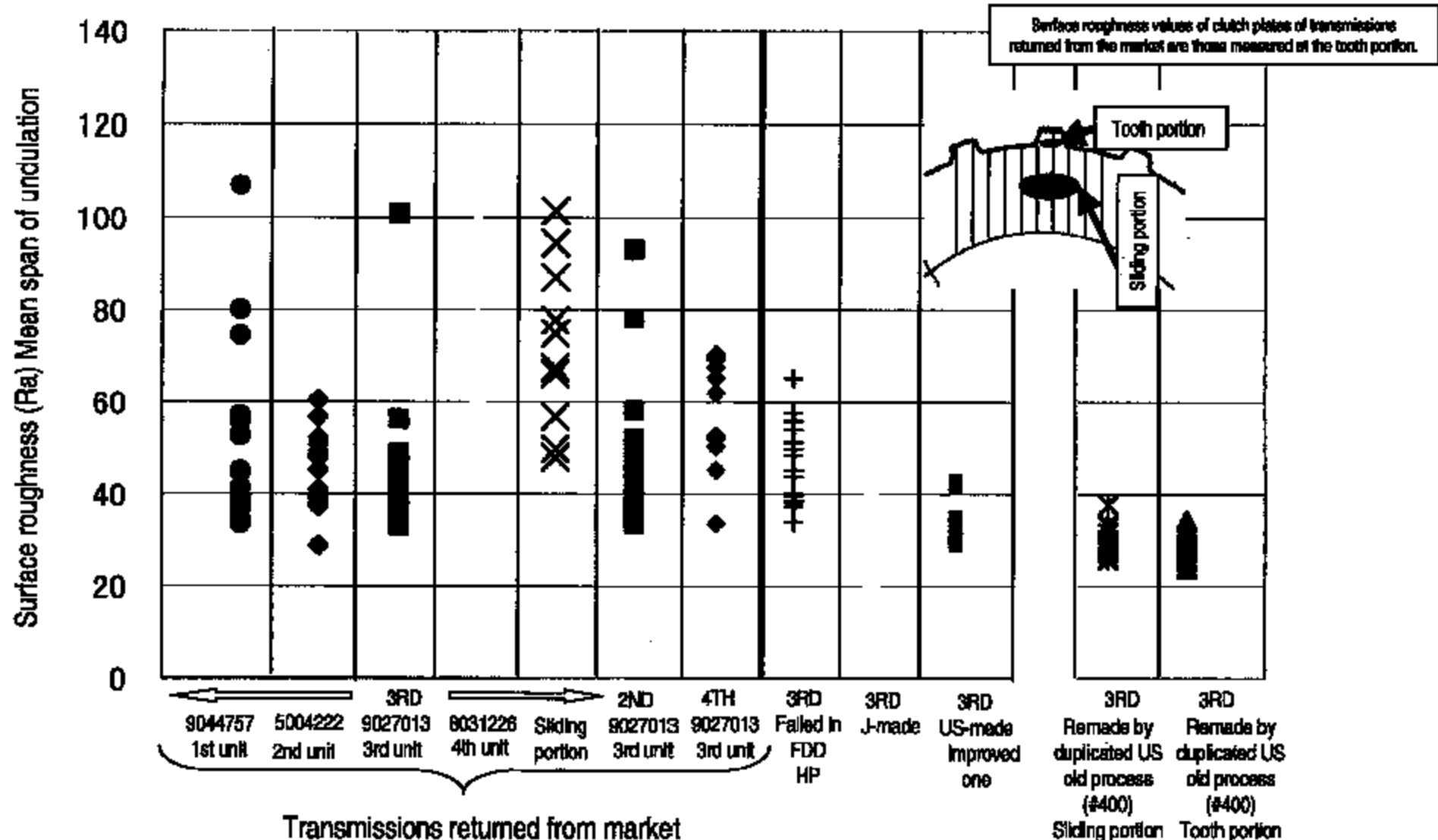


- Surface roughness values (Ra values) show an undesirable tendency among the 3rd clutch plates of transmissions returned from the market, and some of them are considerably in excess of the value specified in drawing.

(● Surface roughness of clutch plates other than 3rd clutch plate is on a comparatively good level.)




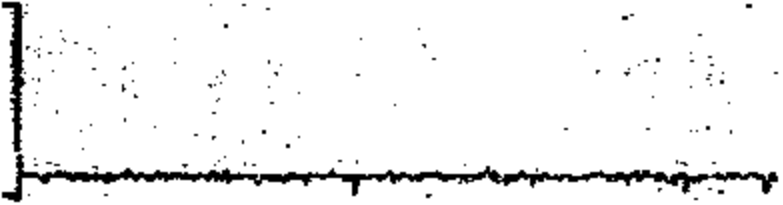
Analysis of Causes

④ Surface Roughness of Clutch Plate



- Sm values of clutch plates of transmissions returned from the market are high as compared with those of Japanese-made clutch plate and clutch plates remade by duplicated US old process (#400).
- Sm values of clutch plates of transmissions returned from the market are, on the whole, high regardless of speeds of transmission.

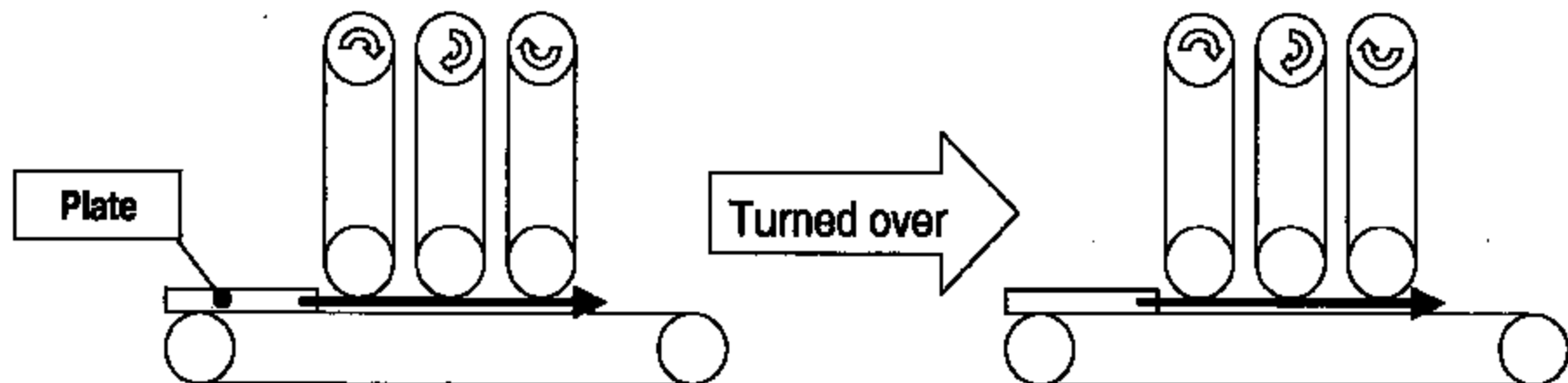
Comparison of Clutch Plate Surface Roughness Data Waveform

	Waveform	Ra	Rpm	Sm
Clutch plate made by US old process (#400) which failed in FDD		0.744	1.987	45.036
Clutch plate made by US old process (#400) returned from market		1.054	2.248	96.829
Clutch plate remade by duplicated US old process (#400)		0.485	1.813	28.918
Clutch plate made by US new process (#600)		0.124	0.398	27.768

- Data waveform of the clutch plate made by US new process (#600) shows that the surface roughness is on a fairly good level.
- There is a great difference in surface roughness waveform between the one returned from the market and the remade one though the same #400 process was used for them.

Difference in clutch plate manufacturing process

US old process	<p>Sanding line (Both-side finishing (lapping) process : Surface grinding machine with 3 wheel heads × 2 machines) Sand #400 / Sand #400 / Cork #400</p>
JPN process	<p>Sanding line (Both-side finishing (lapping) process : Surface grinding machine with 3 wheel heads × 2 machines) Cork #600 / Cork #600 / Used Cork #600</p>
US new process (March 2000~)	<p>Sanding line (Both-side finishing (lapping) process : Surface grinding machine with 3 wheel heads × 2 machines) Changed to Sand #600 / Cork #600 / Used Cork #600</p>



Summarized Results of Analysis

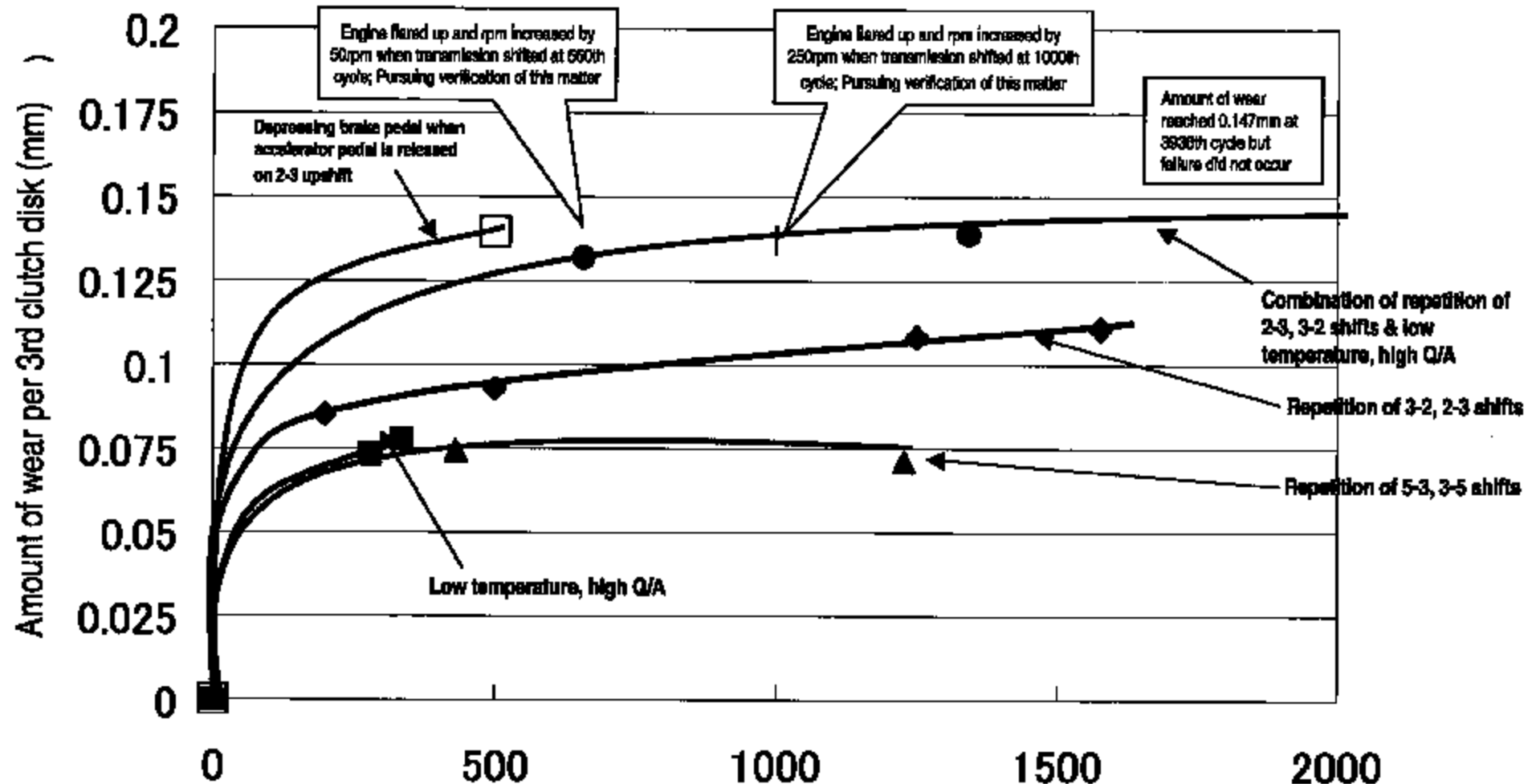
- **We were able to narrow down the factors causing 3rd clutch burning to the following two:**
 - **Surface roughness of clutch plate**
 - **Q/A while shifting**
- **We will carry out duplication test using clutch plates remade by old process (#400).**

Duplication Test Results

Actual Vehicle Duplication Test

- Verification of 3rd clutch disk wear when tested by repetition of 2-3, 3-2 shifts, at low temperature, high Q/A, and by combination thereof, as well as by depressing brake pedal when accelerator pedal is released on 2-3 upshift.

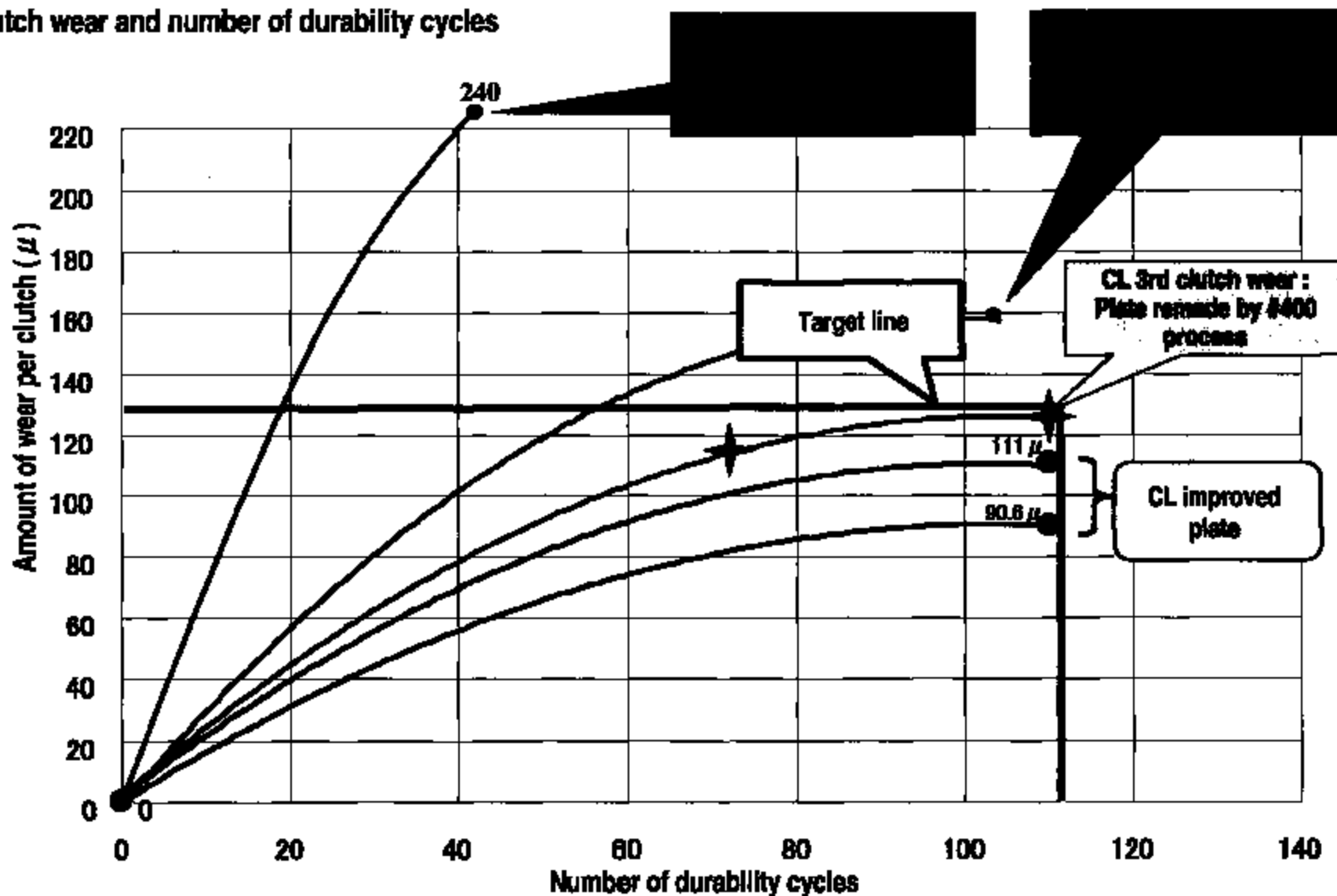
(CL Old ECU + Clutch plate remade by duplicated old process (#400) Ra: 0.4-0.5, Sm: 25-35)



- When the clutch plate remade by old process (#400) was subjected to duplication test in combination mode of "repetition of 2-3, 3-2 shifts" and "low temperature, high Q/A" for 3,900 cycles, wear did occur and engine did flare up as alleged, but the wear condition was not abnormally excessive.
- Amount of wear was large when tested by repetition of "depressing the brake pedal when the accelerator pedal is released on 2-3 upshift" and we are pursuing investigation in this matter.

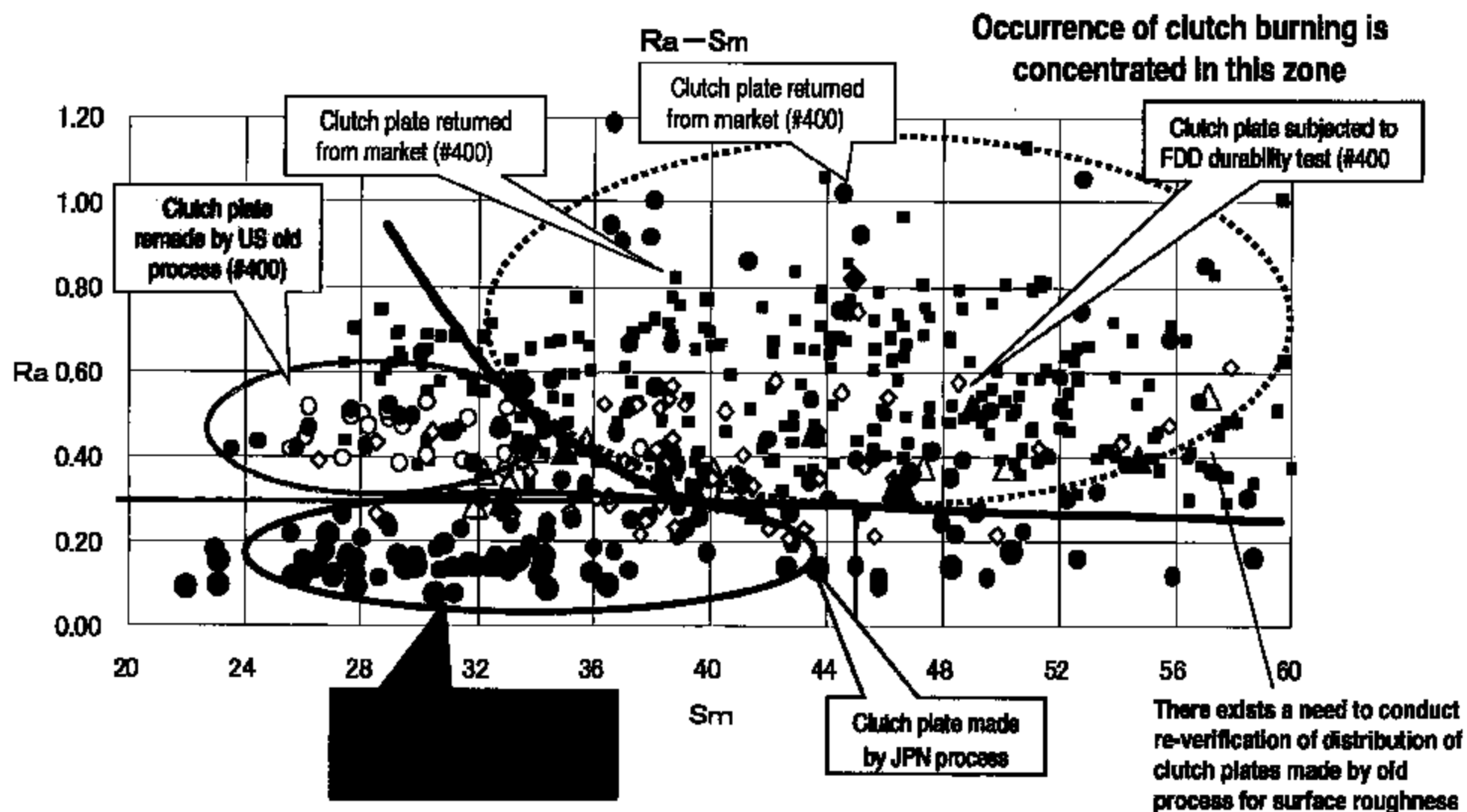
Bench Duplication Test (Clutch Market Quality Assurance Concentrated Mode)

Clutch wear and number of durability cycles



- Excessive wear of 3rd clutch was duplicated by two tests for which US-made unimproved clutch plates were used.
- Bench durability test similar to the above tests has been conducted using clutch plates remade by #400 process. Up to now, however, wear has not reached the failure level, indicating that there is a great difference in surface roughness between these clutch plates and the above-mentioned clutch plates.

Surface Roughness of Clutch Plates of Transmissions Returned from US Market



- Not duplicated with the clutch plates remade by US old process (#400).
- Durability test conducted using the clutch plates made by JPN process and by US new process (#600) met with OK result.

Summarized Results of Actual Vehicle/Bench Duplication Tests

- ① Occurrence of clutch burning is concentrated in the zone where the clutch plate surface roughness values (R_a & R_m values) are high.
 - ② ECU data setting does not by itself have a direct influence on clutch burning, but it constitutes a factor in the causation of clutch wear acceleration (engine flare-up on upshift).
- ③ Matters for future activity
 - Investigation into materials of clutch facing of failed transmission returned from the market
 - Making of clutch plate whose surface roughness level is equal to that of clutch plate of failed transmission returned from the market
 - ④ Duplication test of symptom developed by the failed transmission
 - Duplication test using clutch plate whose surface roughness level is equal to that of clutch plate of failed transmission returned from the market (and pre-improvement ECU)

TL / CL 3rdクラッチ摩耗

2002/10/1

42D

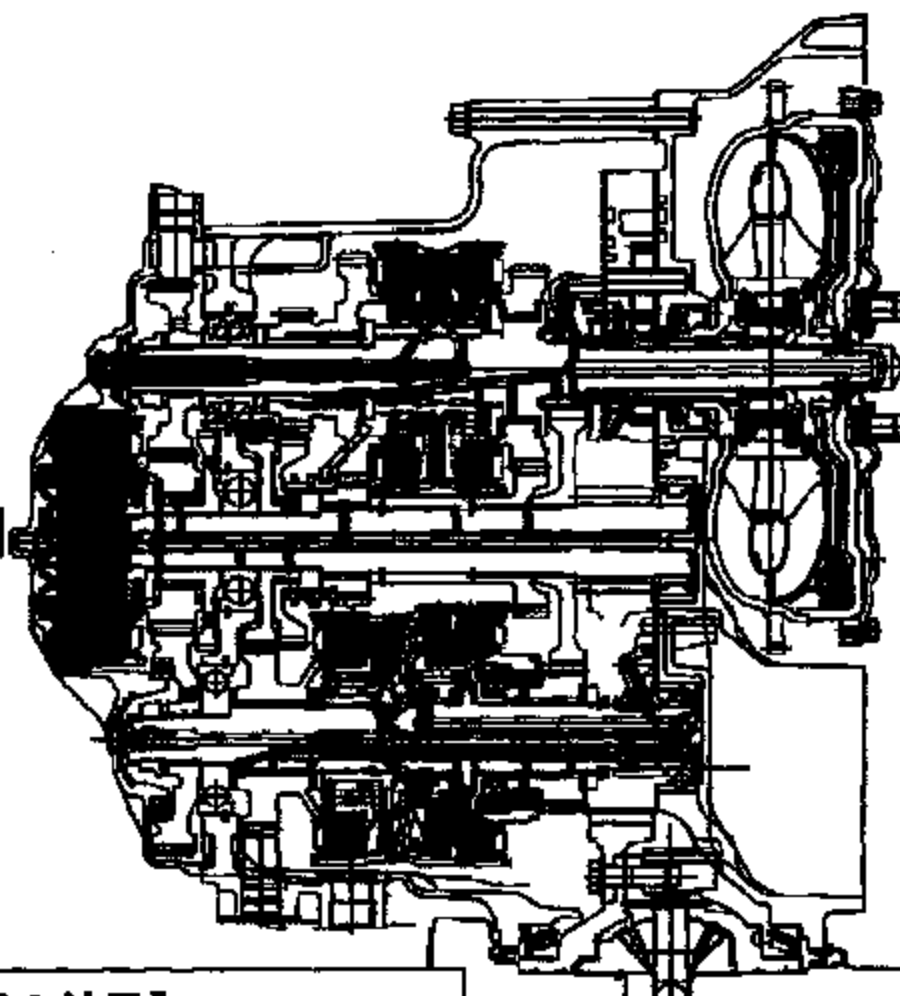
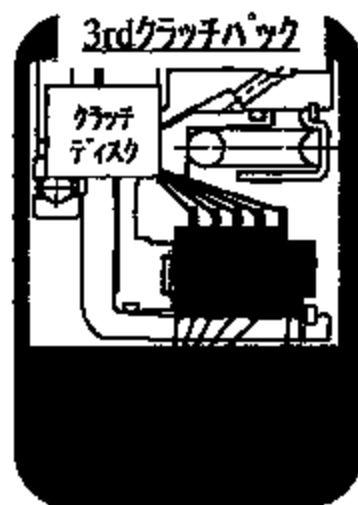
事象

00~02M 3. 2 TL/CLにて発生

お客様の打ち上げ

2-3変速時のNe吹き
2-3変速時ジャーダー
NO 3速ギヤ

etc.



事象品確認結果(3rdクラッチ)











【一次解析の結果】
3RDクラッチの焼け、異常摩耗が
発見された

3RDについての解析

市場戻りMiss.解析結果

1. 外観チェック

Miss.No.	B7WA-8031226	B7WA-9044757	B7WA-9027013	B7WA-5004222
製造日	?	2001-9-4	2001-6-12	2002-2-18
発生日	?	2002-8-27	2002-7-10	2002-8-8
訴え事象	5-2DOWN	SLIPS	NOT SHIFTING	SLIPS
走行距離	49056Mil.	8035Mil.	20315Mil.	15683Mil.
クラッチディスク 状態				
クラッチプレート 状態				

●ディスク摩耗形態としては、温度が高くなり炭化して摩耗しているのではなく、やすりで削がれたような摩耗である。

市場戻りMiss.解析結果

2. クラッチクリアランスとディスク摩耗量

Miss No.		B7WA-9044757		B7WA-9027013		B7WA-5004222		B7WA-8031226		
クラッチ クリアランス	Low	1.20		1.45		1.43		1.45		
	2nd	0.80		1.06		1.07		1.15		
	3rd	1.41 *1		1.84 *1		1.30 *1		3.20		
	4th	0.90		0.98		1.00		1.39		
	5th	0.82		0.91		0.88		1.02		
クラッチ 焼けレベル	Low	A1		A1		A1		A1		
	2nd	A1		A1		A2		B1+heat spot		
	3rd	フェーシング摩滅		フェーシング摩滅		フェーシング摩滅(軽)		フェーシング摩滅(大)		
	4th	A1		A1		B1+heat spot		B1+heat spot		
	5th	A1		A1		A2+heat spot		A2		
3rd クラッチ DISK 摩耗量	内／外	内側	外側	内側	外側	内側	外側	内側	外側	
	PISTON側	1	0.681	0.634	0.746	0.734	0.726	0.711	0.722	0.731
		2	0.682	0.690	0.736	0.720	0.508	0.386	0.727	0.725
		3	0.669	0.677	0.729	0.720	0.533	0.639	0.728	0.711
		4	0.466	0.492	0.519	0.560	0.638	0.643	0.389	0.451
	E/P側	5	0.143	0.182	0.095	0.123	0.099	0.160	0.181	0.198
		Max	0.682	0.690	0.746	0.734	0.726	0.711	0.728	0.731

*1 PLATE変形

- 摩耗はピストン側のディスク程大きい傾向になっている。
- 3RD以外のクラッチは、異常な摩耗・焼けの発生はない。

要因

確認結果

早期
3RDクラッチ焼け

仕様タフネス
(環境)

3RDクラッチ潤滑不足

量産流動実力でLC OFF1500cc以上確保 OK

問題無し

設定Q/Aの過大 自動変速

(N=4台市場不具合Miss確認し、OK)
全モード再検証し OK

問題無し

設定Q/Aの過大 TIPモード

全モード再検証し OK

問題無し

3RDクラッチ容量不足

市場回収MISSにて油圧、容量確認し OK

問題無し

プレート温度高い

3-2KD/2-3UPの連続蓄熱モード 350℃

摩耗大

発熱量 過大 低温

低温時の2⇒3 発熱量 160J/cm2
(要件130J/CM2)

初期摩耗大

発熱量 過大 高温

検証結果 OK

問題無し

クラッチクリアランス過大

発生集中月の現品確認し OK(HTM)

問題無し

3RDクラッチ切れ不良

市場回収MISSのクラッチピストン特性OK

問題無し

2, 4, 5THクラッチ切れ不良

発生集中月の現品確認し OK(@HTM)

問題無し

油圧漏れこみ

検証結果 OK

問題無し

クラッチ ライニングの不良

市場回収MISS確認し OK

問題無し

クラッチ プレーットの不良

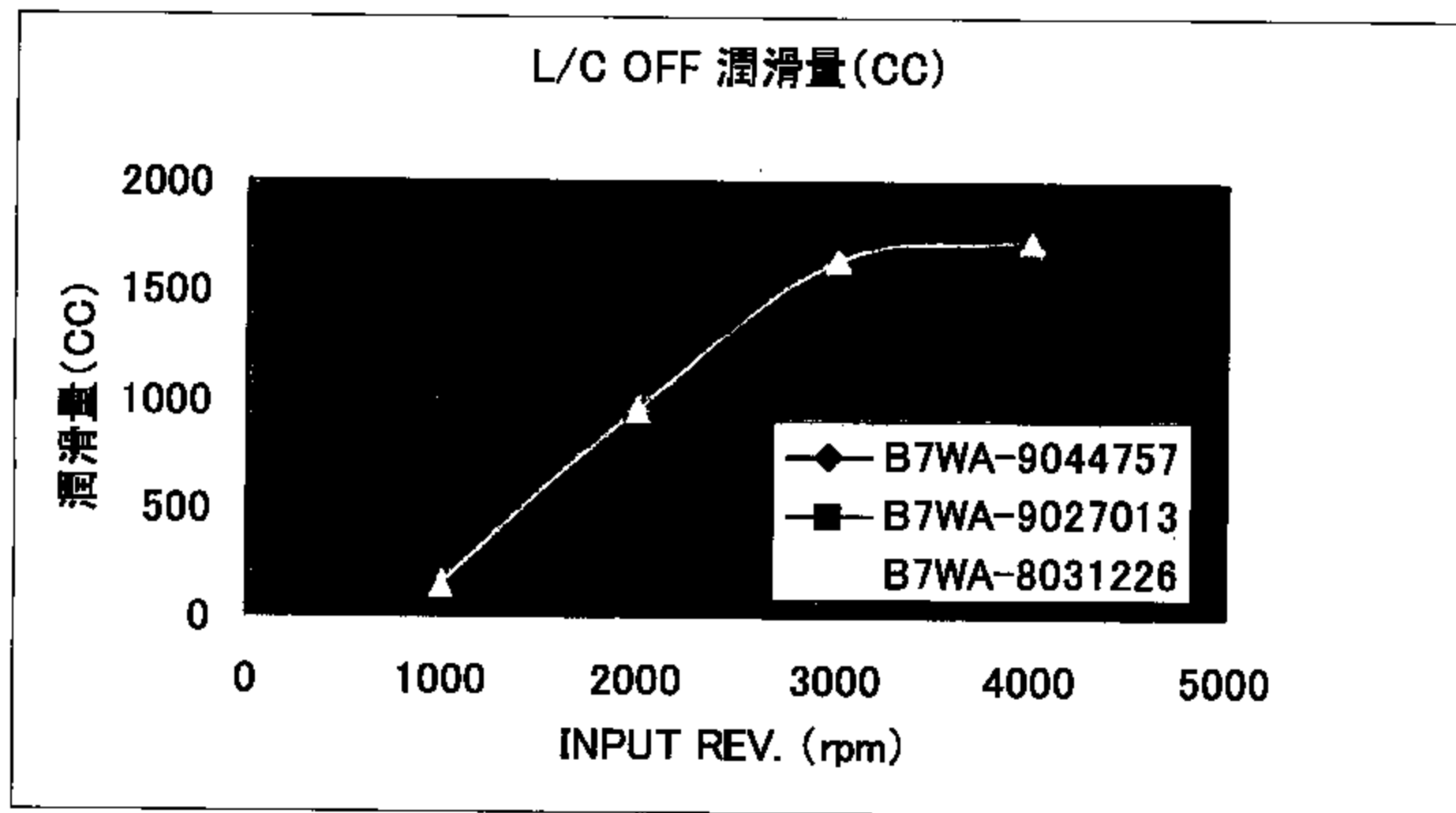
回収MISSのプレート面粗度悪
現調品がJPN品比較し悪

初期摩耗増大

製造関係
(現物)

原因解析 ①潤滑量 -1

市場戻り品潤滑量確認結果



3RDクラッチの潤滑については目標値を満足し問題無し。

早期
3RDクラッチ焼け

	要因	確認結果	
仕様タフネス (環境)	3RDクラッチ潤滑不足	量産流動実力で1500cc以上確保 OK (N=4台市場不具合Miss確認し、OK)	問題無し
	設定G/Aの過大 自動変速	全モード再検証し OK	問題無し
	設定G/Aの過大 TIPモード	全モード再検証し OK	問題無し
	3RDクラッチ容量不足	市場回収MISSにて油圧、容量確認し OK	問題無し
	プレート温度高い	3-2KD/2-3UPの連続蓄熱モード 350℃	摩耗大
	発熱量 過大 低温	低温時の2⇒3 発熱量 160J/cm ² (要件130J/CM ²)	初期摩耗大
	発熱量 過大 高温	検証結果 OK	問題無し
	クラッチクリアランス過大	発生集中月の現品確認し OK(HTM)	問題無し
	3RDクラッチ切れ不良	市場回収MISSのクラッチピストン特性OK	問題無し
	2、4、5THクラッチ切れ不良	発生集中月の現品確認し OK(@HTM)	問題無し
製造関係 (現物)	油圧漏れこみ	検証結果 OK	問題無し
	クラッチ ライニングの不良	市場回収MISS確認し OK	問題無し
	クラッチ プレーットの不良	回収MISSのプレート面粗度悪 現調品がJPN品比較し悪	初期磨耗増大

原因解析 ②変速時のクラッチ発熱量

1. 通常変速の発熱量

常温(要件UP:130J/cm², KD:85J/cm²)

機種	各変速モード時のQ/A(J/cm ²)										
	1-2	2-3	3-4	4-5	5-4	4-3	4-2	4-1	3-2	3-1	2-1
CLS	55	88	108	50	46	68	44	33	28	30	28
MDX	63	69	89	81	49	69	53	24	41	13	37
US ODY	64	68	74	60	48	62	33	34	47	32	35
LS-V	96	96	91								

● 常温のQ/Aは、他機種比較して同等であり、要件内であり問題なし。

2. 2-3、3-2変速繰り返し時の発熱量

このモードは要件ではない(目標プレート温度300℃以下)

	BI		MD		CL	
	3-2KD	2-3UP	3-2KD	2-3UP	3-2KD	2-3UP
1回目(J/cm ²)	39	73	42	69	28	89
2回目(J/cm ²)	35	67	47	71	39	102
3回目(J/cm ²)	39	73	47	65	33	124
蓄熱ピーク温度	267℃		263℃		350℃	

● 他機種比較すると変速繰り返し時および低水温時の3RDクラッチの発熱量が高く、CL/TLの3RDに集中する要因と考えられる

3. 低水温時の変速発熱量

	BI Q/A(J/cm ²)		MD Q/A(J/cm ²)		CL Q/A(J/cm ²)	
	低温	常温(マス)	低温	常温	低温	常温(マス)
1-2UP	68	64	63	55	73	55
2-3UP	78	68	109	64	160	88
3-4UP	75	74	79	66	151	108

【ベース要因】 ECUデータ設定の不不足

- ・ 低温時2-3アップ時の、発熱量オーバー (160J/cm²、要件130J/cm²)
- ・ 2速⇄3速間の頻繁な変速による蓄熱 (360℃、許容値300℃)

2. 対策内容

● 低温時2-3アップの対策:

油圧特性、リニールATF低温補正量、変速特性の変更

● 2-3、3-2変速繰り返しの対策:

油圧特性、変速時のENG RTD量増加及び時間の変更

● 対策後の確認結果

クラッチ発熱量比較 (J/cm ²)	CL 対策前	CL 対策後	要件値
低温アップシフト (2-3)	160	88	130以下
常温アップシフト (2-3)	88	85	↑
キックダウン (3-2)	28	27	85以下
3-2後の2-3アップシフト	124	97	130以下
2-3、3-2変速繰り返し後の プレートMAX温度	360℃	296℃	目標値 300℃以下

● ECUデータ変更(油圧、変速特性etc.の見直し)

5月適用

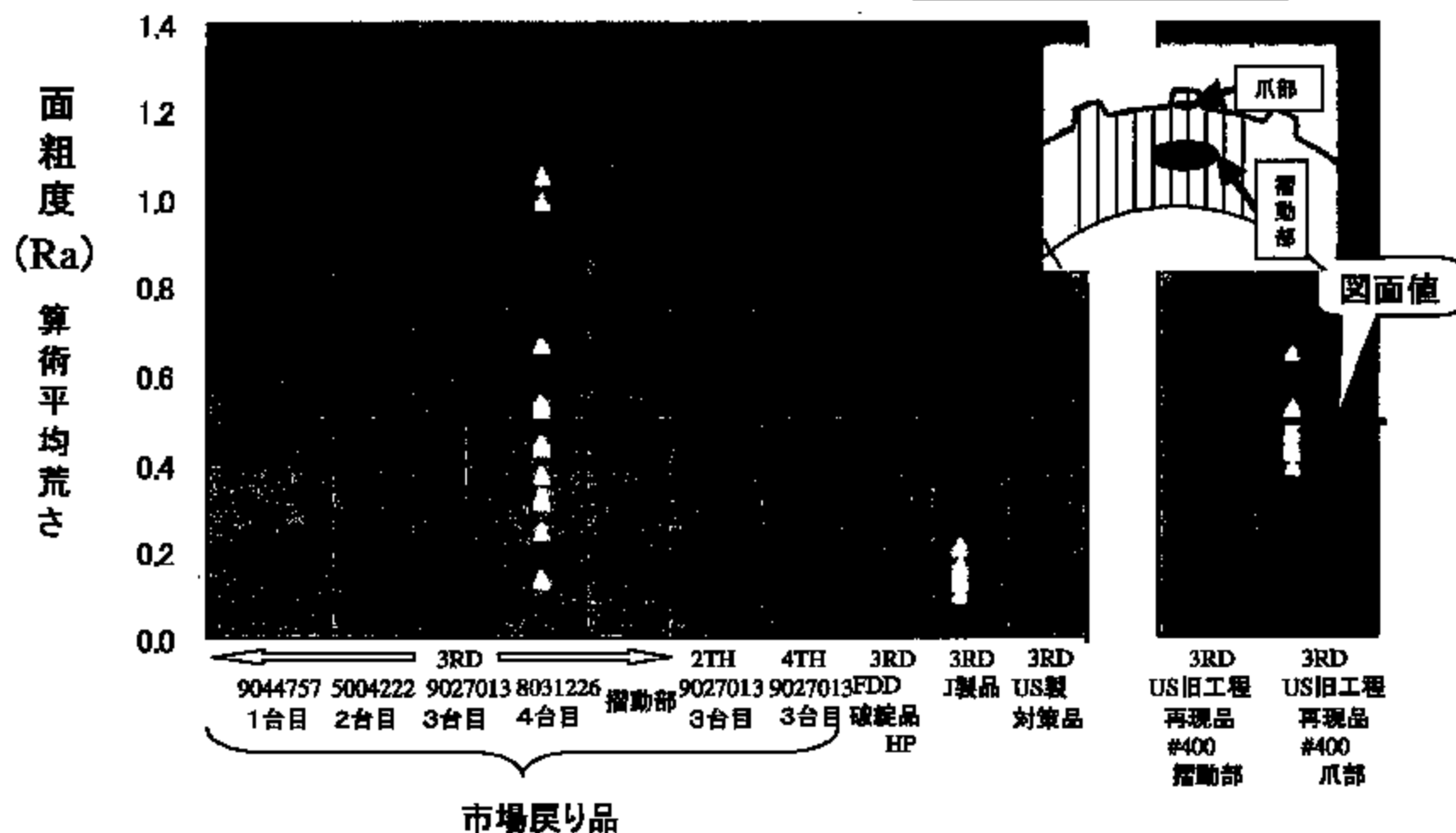
早期
3RDクラッチ焼け

	要因	確認結果	
仕様タフネス (環境)	3RDクラッチ潤滑不足	量産流動実力で1500cc以上確保 OK (N=4台市場不具合Miss確認し、OK)	問題無し
	設定Q/Aの過大 自動変速	全モード再検証し OK	問題無し
	設定Q/Aの過大 TIPモード	全モード再検証し OK	問題無し
	3RDクラッチ容量不足	市場回収MISSにて油圧、容量確認し OK	問題無し
	プレート温度高い	3-2KD/2-3UPの連続蓄熱モード 350°C	摩耗大
	発熱量 過大 低温	低温時の2⇒3 発熱量 160J/cm ² (要件130J/cm ²)	初期摩耗大
	発熱量 過大 高温	検証結果 OK	問題無し
	クラッチクリアランス過大	発生集中月の現品確認し OK(HTM)	問題無し
	3RDクラッチ切れ不良	市場回収MISSのクラッチピストン特性OK	問題無し
	2, 4, 5THクラッチ切れ不良	発生集中月の現品確認し OK(@HTM)	問題無し
製造関係 (現物)	油圧漏れこみ	検証結果 OK	問題無し
	クラッチライニングの不良	市場回収MISS確認し OK	問題無し
	クラッチ プレーットの不良	回収MISSのプレート面粗度悪 現調品がJPN品比較し悪	初期磨耗増大

原因解析 ④クラッチプレート面粗度

クラッチプレート面粗度測定結果

市場戻り品は爪部の値




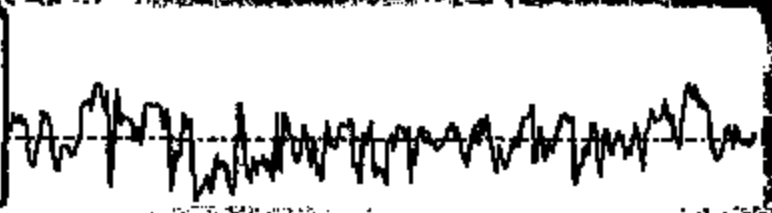


- 市場戻り品の3RDは概して面粗度 (Ra値) が悪い傾向にあり、図面值を大幅に越えているものがある。
(●他の変速段の面粗度は比較的良いレベルにある。)

④クラッチプレート面粗度



●市場戻り品のSm値は変速段によらず大きい傾向にある。

プレート面粗データ波形比較

	波形	Re	Rpm	Sm
US旧工程品 FDD破綻品				
US旧工程品 市場戻り				
US旧工程 再現品				
US対策品 (#600)				

- US対策品はデータ波形で見てもかなり良いレベルである事が判る。
- 同じ#400で作成したプレートにも係らず市場戻り品と造り直し品で波形上粗さ等に大きな違いが見受けられる。

原因解析 ④ CLUTCH PLATE面粗度

PLATE製造工程差

US旧工程

サンディングライン(両面仕上げ工程 3頭平面研削機 × 2台)

サント#400 / サント#400 / コルク#400

JPN工程

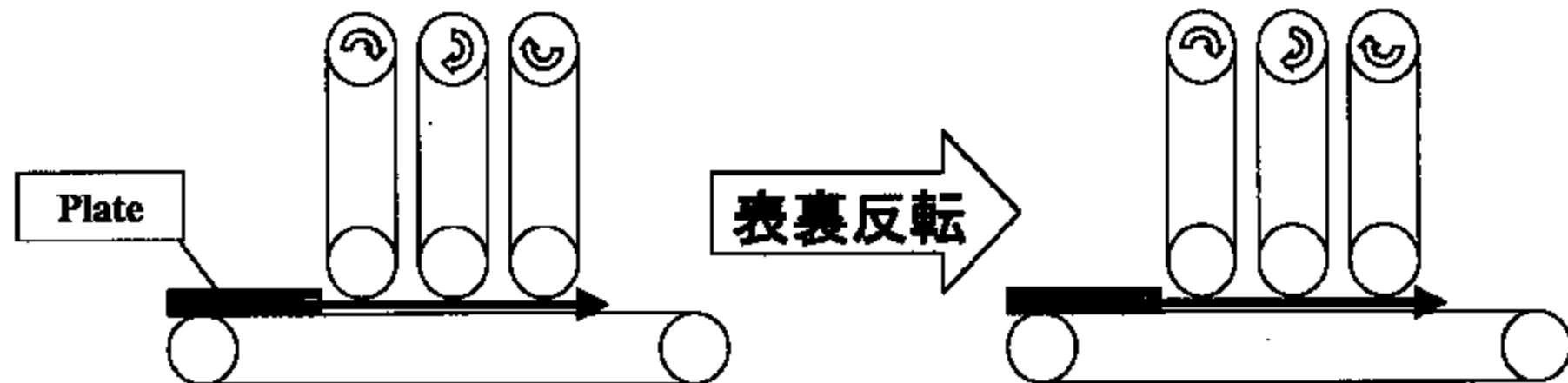
サンディングライン(両面仕上げ工程 3頭平面研削機 × 2台)

コルク#600 / コルク#600 / コルク#600(使用済み)

US対策工程 02年3月～

サンディングライン(両面仕上げ工程 3頭平面研削機 × 2台)

対策 ⇒ サント#600 / コルク#600 / コルク#600(使用済み)



●3RDクラッチ焼けの要因として

- ・プレート面粗度
- ・変速時の発熱量

に絞り込みができた。

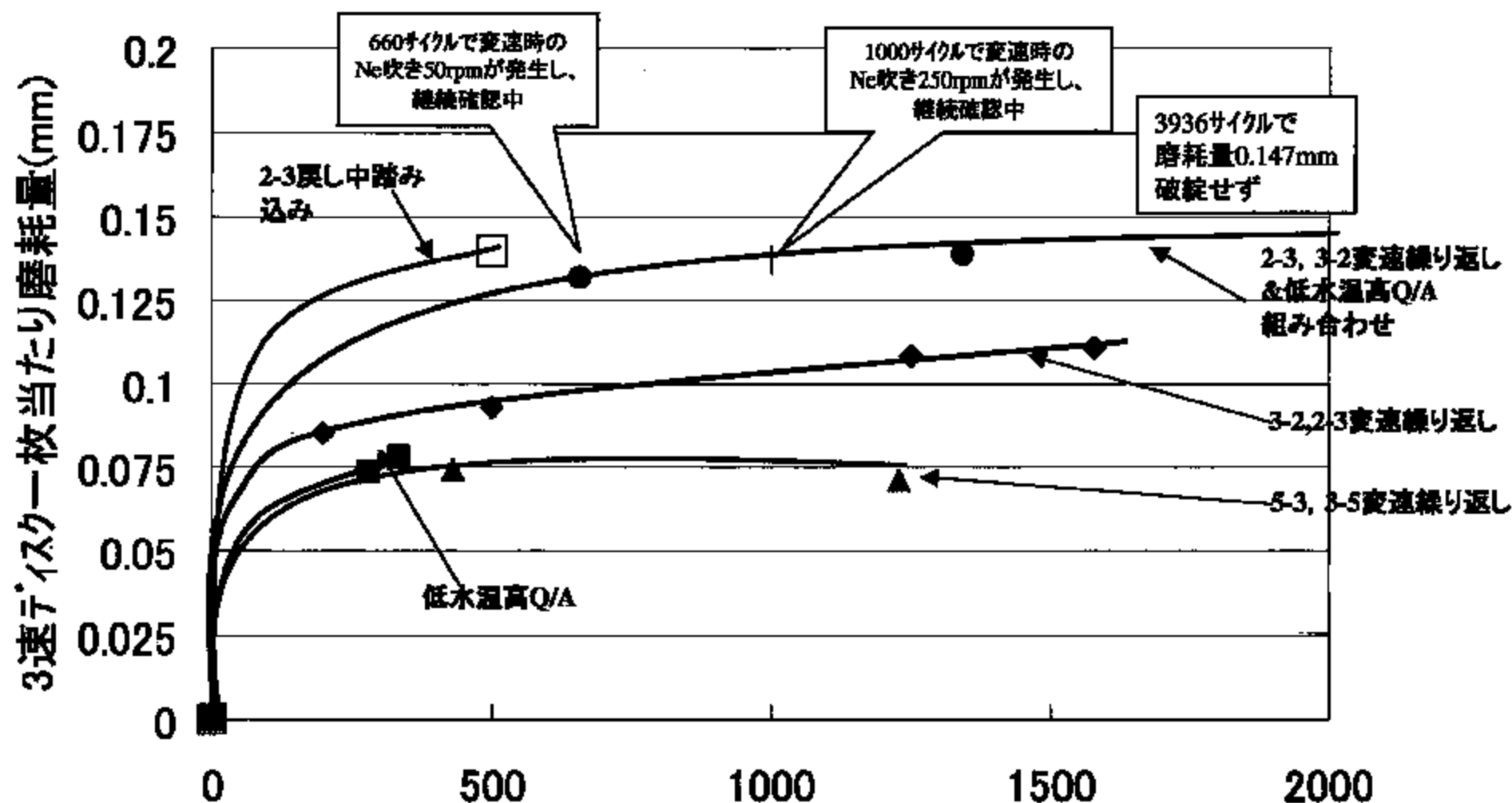
●旧工程再現品で再現テストを実施する。

再現テスト結果

実車再現テスト

● 2-3、3-2繰り返し変速／低水温高Q/A／2-3戻し中の踏み込み確認結果

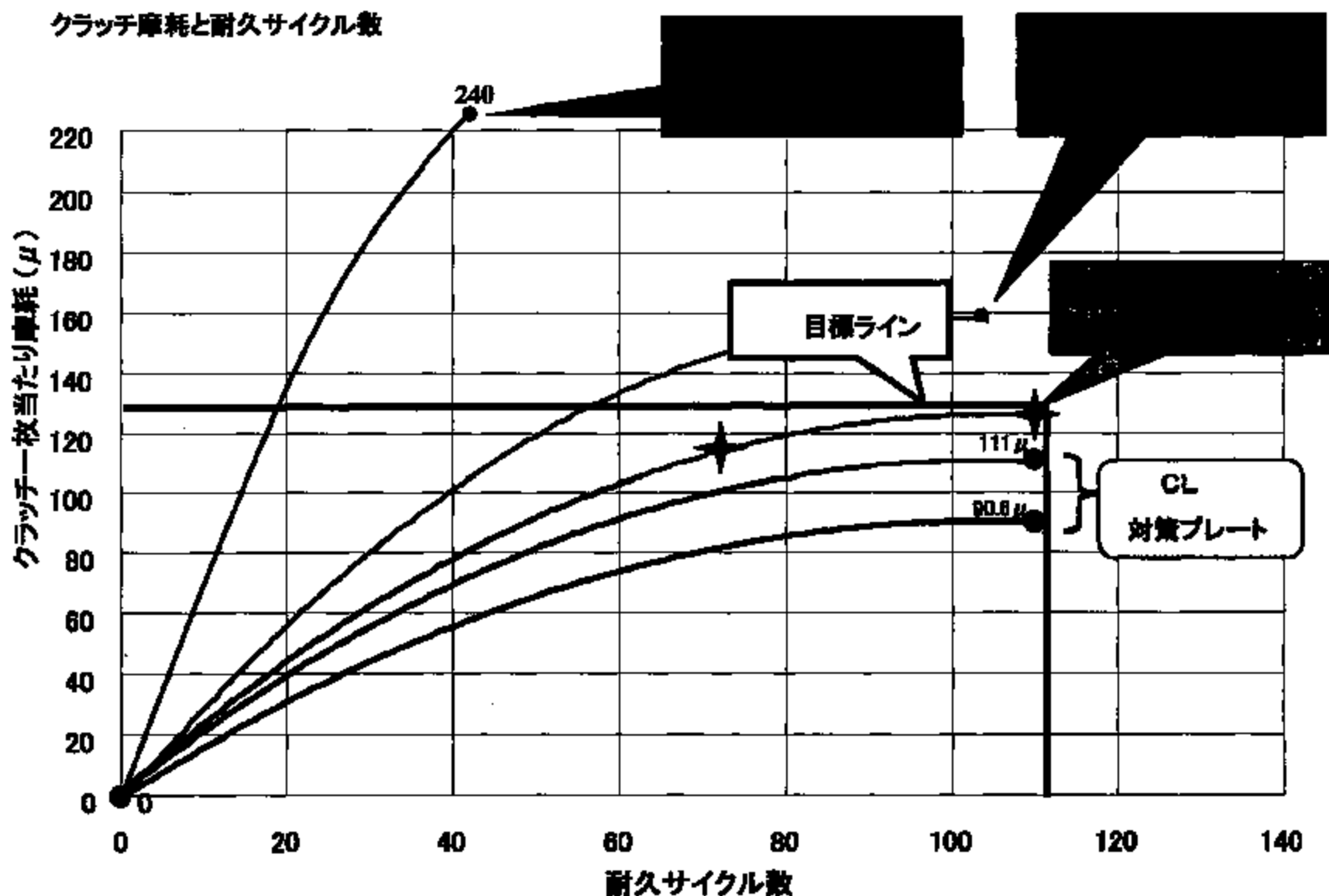
(CL旧ECU + #400旧工程再現プレートRa:0.4~0.5, Sm:25~35)



● #400作り直し品にて、2-3、3-2変速繰り返し+低水温高Q/Aの混合モードを3900サイクル実施した結果、磨耗と吹きは再現したが、市場同様の異常磨耗には至っていない。

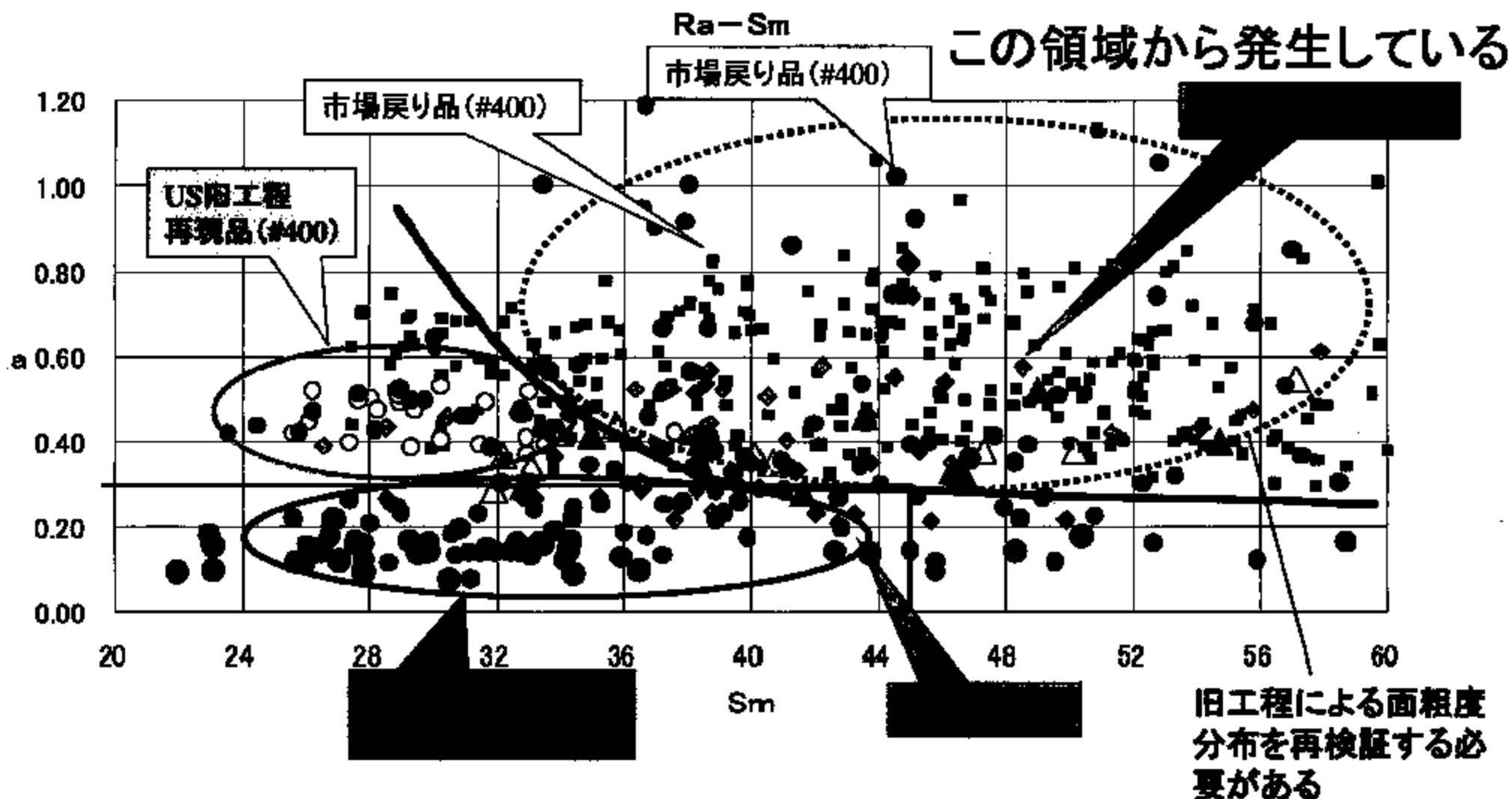
● 2-3戻し中の踏み込み繰り返し耐久で磨耗が大きく、継続中。

ベンチ再現テスト(クラッチ市場保証濃縮モード)



- US製造の未対策プレートで3RD異常摩耗が2件再現している。
- 今回#400作り直し品にて、同様のベンチ耐久を行ったが、破綻レベルの摩耗は現時点発生しておらず、NG品とは面粗度が大きく異なる。

US市場回収Miss 面粗度



- ・US旧工程再現品 (#400) では再現せず。
- ・J工程品と、US対策品の耐久テスト結果OK。

実車・ベンチ再現テスト結果まとめ

①クラッチ焼損は、クラッチプレート面粗度(Ra&Sm)が大きい領域から発生している。

②ECUデータ設定は、単独では焼損に至るまでの影響はないが、クラッチの磨耗促進(吹き発生)の要因である。

③今後の調査項目

- ・市場回収品クラッチフェーシング材調査
- ・市場不具合品同等のプレート作成

④市場再現テスト

- ・市場不具合品同等の面粗度レベルでの再現テスト
(対策前ECU)

HONDA

Honda Transmission Mfg.
of America, Inc.

OLDEN DOWNSHIP SUMMARY

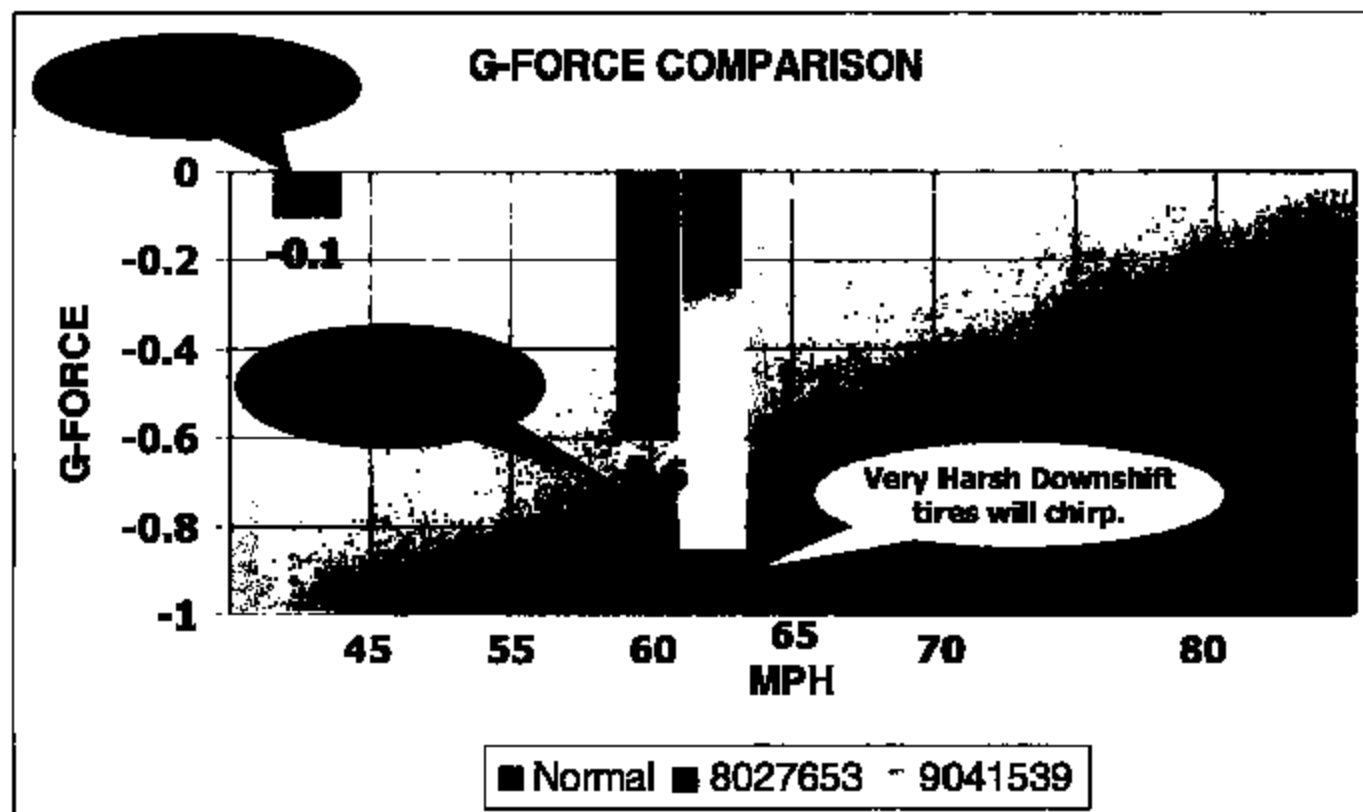


HONDA

5AT OIL PRESSURE MATRIX

Throttle position off					
OIL PRESSURE SPECIFICATION			ATM # 8027653	ATM# 9041539	ATM# 8008953
Normal (MP)	6.5 +0.7 kgf	Actual (MP)	1 kgf	2 kgf	
Temp	60-80 ⁰ C	Temp	120 ⁰ C	125 ⁰ C	
RPM	2,000	RPM	2,000	2,000	NO DATA
					DWNSHIFT
Normal (PL)	9.25~9.75 kgf	Actual (PL)	1 kgf	2 kgf	Fail Safe Mode
Temp	60-800C	Temp	125 ⁰ C	125 ⁰ C	
RPM	2,000	RPM	2,000	2,000	
SHIFT VALVE SPECIFICATION					
SHIFT VLV A		DATA SUMMARY			
Normal	1.90 kgf	*MP - Modulator Pressure *PL - Line Pressure *Due to low values In MP & LP shift valve are unable to achieve shift valve specification for proper operation. *Shift Valves B & C responsible for sudden downshift condition.			
Temp	60-80 ⁰ C				
RPM	2,000				
SHIFT VLV B					
Normal	1.94 kgf				
Temp	60-80 ⁰ C				
RPM	2,000				
SHIFT VLV C					
Normal	1.95 kgf				
Temp	60-80 ⁰ C				
RPM	2,000				

SUDDEN DOWNSHIFT G-FORCE COMPARISON



RATE OF G-FORCE

(What You feel.)

$$\frac{\Delta G}{\Delta T} = \frac{0.1}{0.2} = 0.5 \frac{G}{S}$$

$$\frac{\Delta G}{\Delta T} = \frac{0.6}{0.2} = 2.46 \frac{G}{S}$$

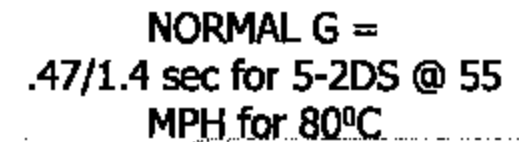
$$\frac{\Delta G}{\Delta T} = \frac{0.85}{0.2} = 4.25 \frac{G}{S}$$

G - Gravitational Force

T - Time

S - Seconds

NORMAL MANUAL 5-2 DOWNSHIFT G - DATA



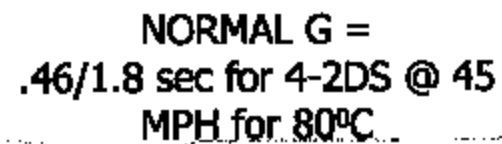
* 5-2 manual downshift with throttle OFF
shift possible @ 55 MPH max.

SUDDEN 5-2 DOWNSHIFT G - DATA



***NON- Manual 5-2 downshift with throttle OFF not possible @ 60 MPH this a abnormal condition.**

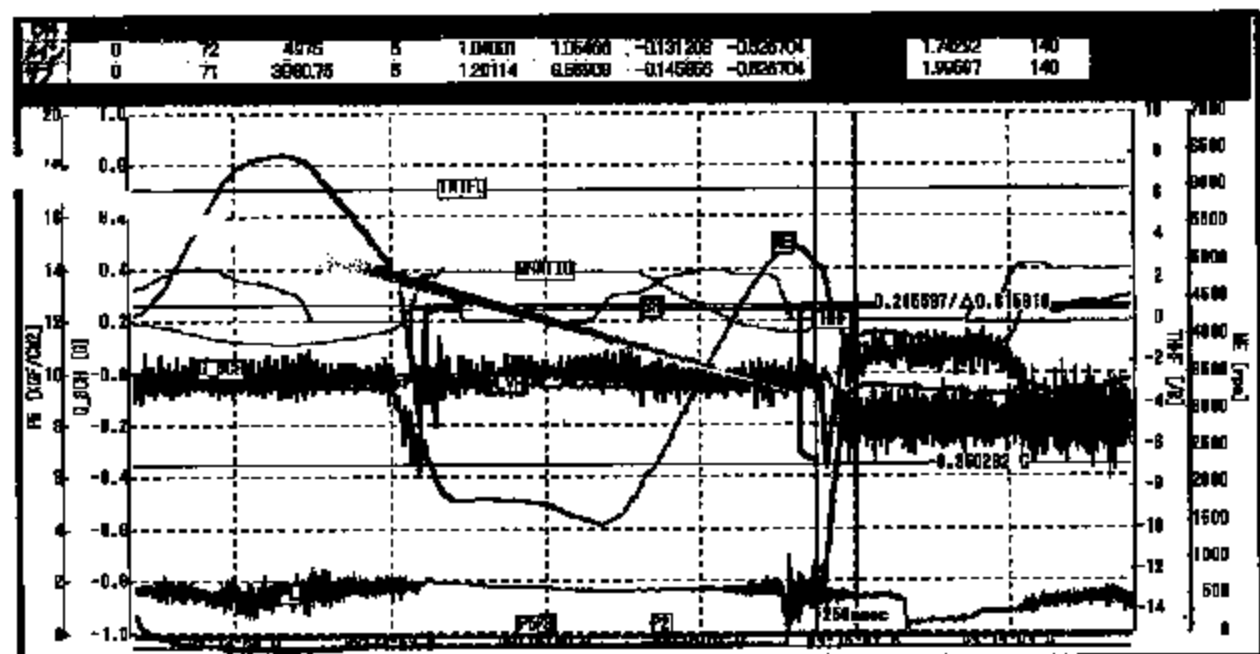
NORMAL MANUAL 4-2 DOWNSHIFT G - DATA



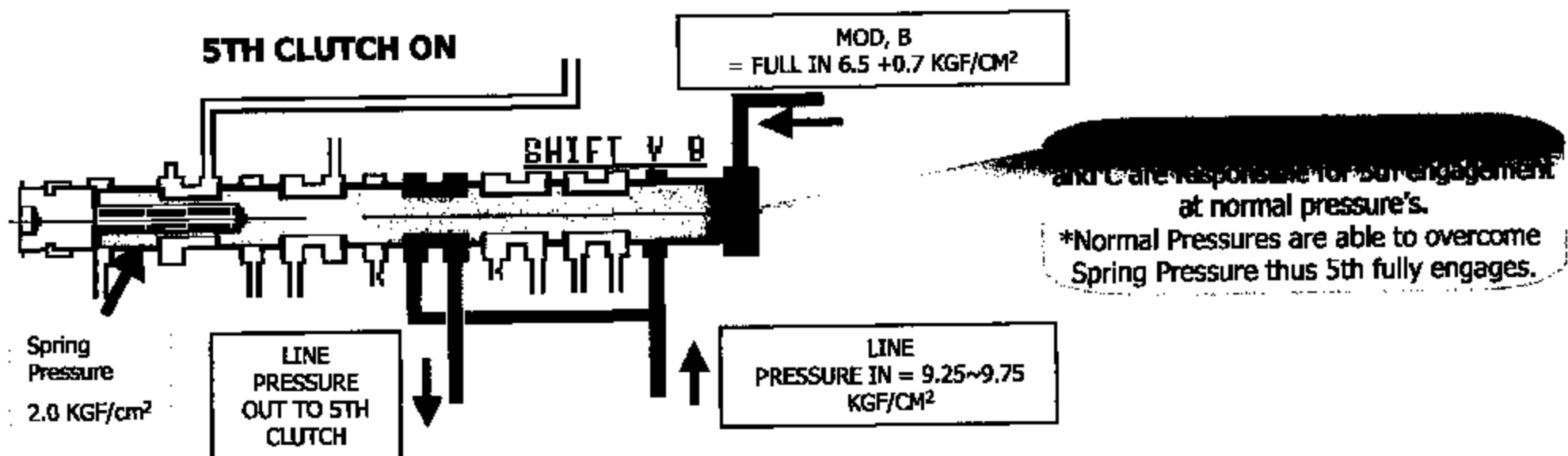
* 4-2 manual downshift with throttle off possible @ 55 MPH max.

SUMMARY STATEMENT

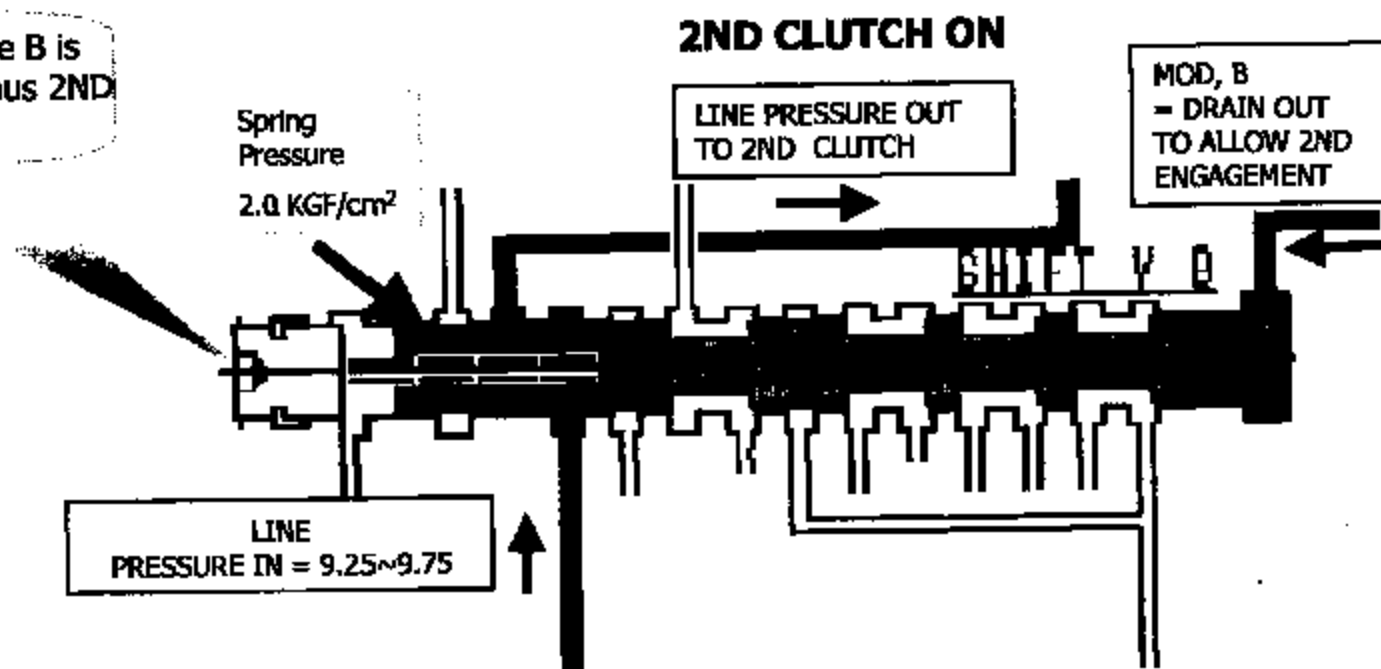
ABNORMAL 4-2 DOWNSHIFT G - DATA



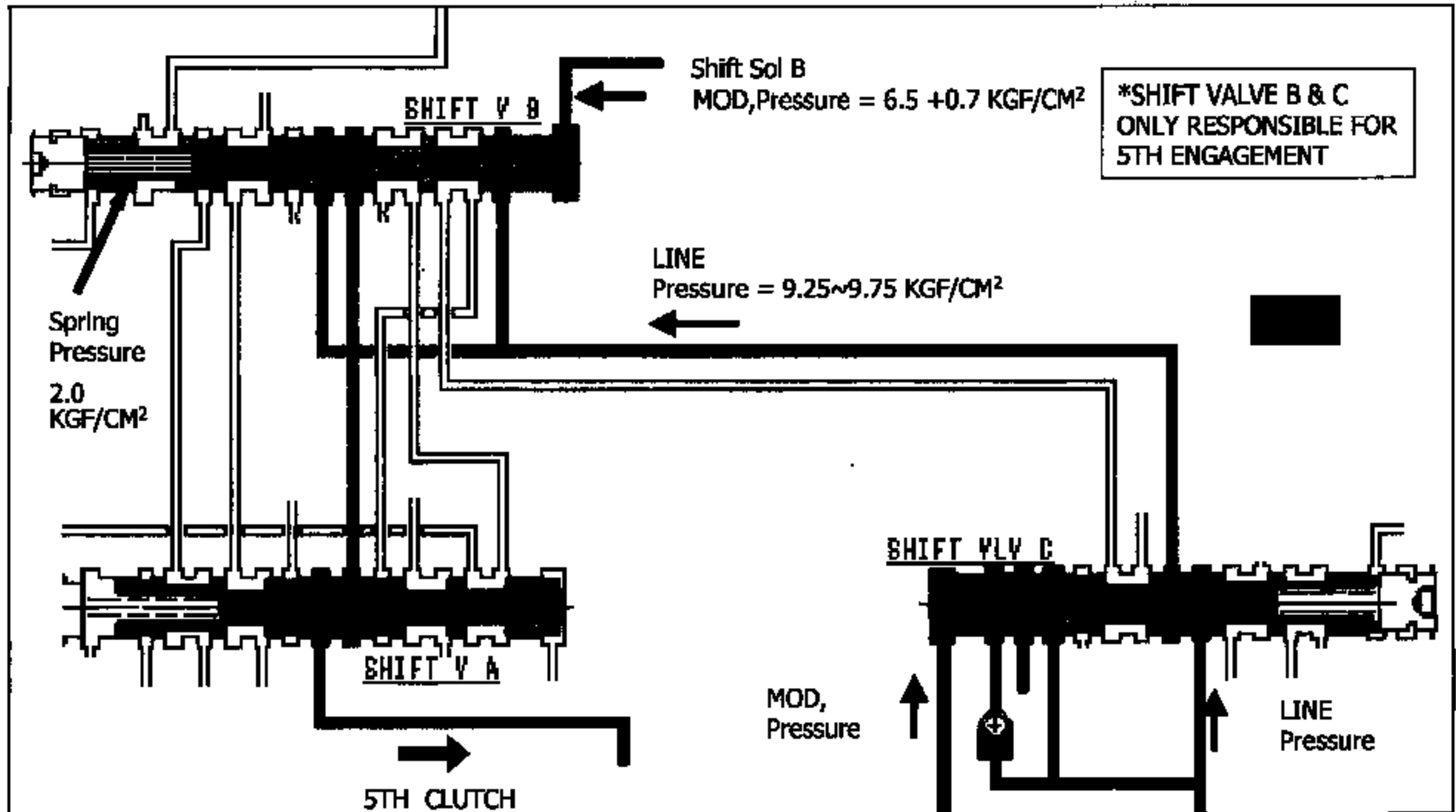
SHIFT VALVE B & C FUNCTION AT SUDDEN DOWNSHIFT



Due to abnormal pressures Shift Valve B is unable to overcome Spring Pressure thus 2ND is fully engaged.

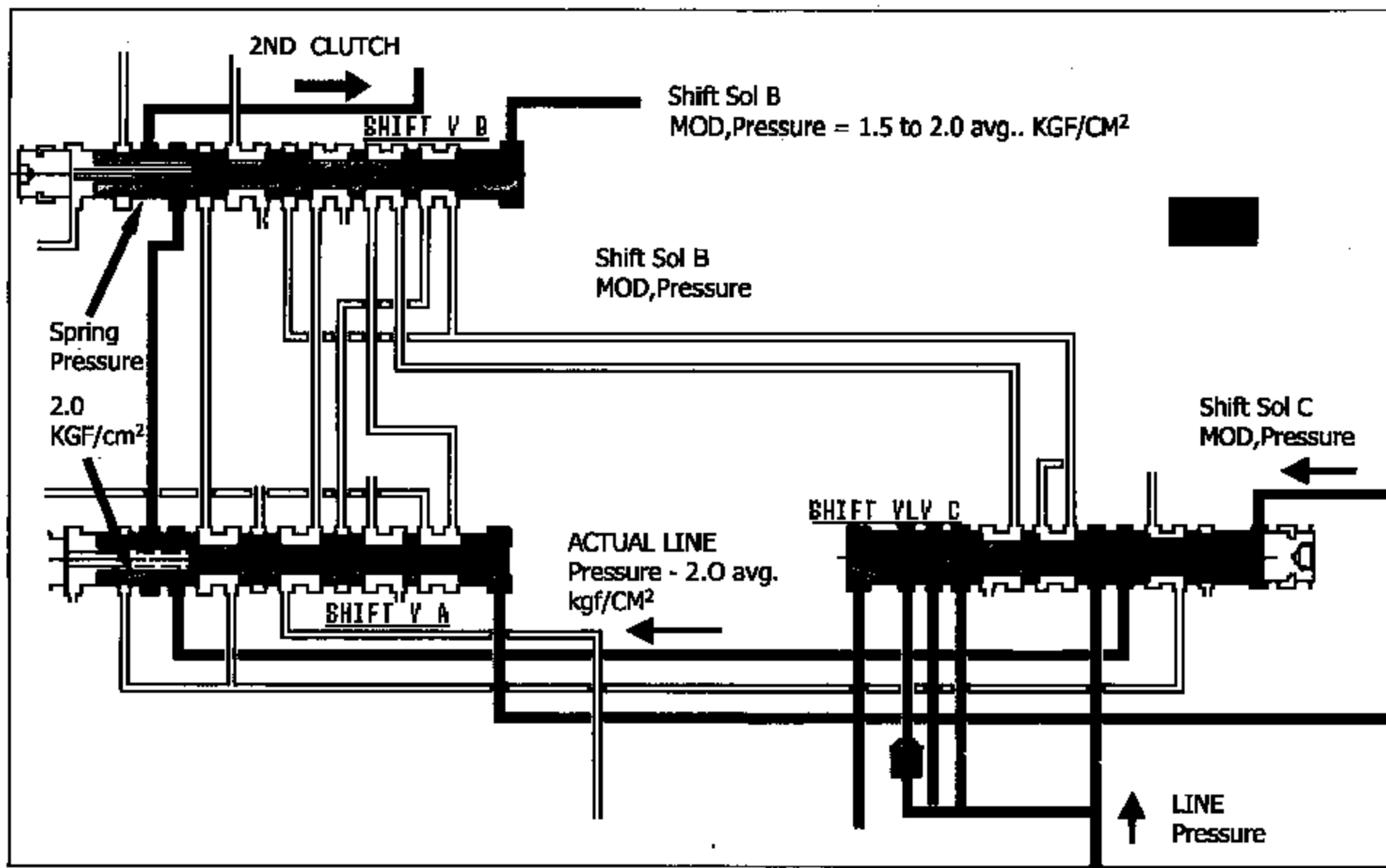


5 TH CLUTCH ENGAGEMENT HYDRAULIC CIRCUIT (NORMAL PRESSURE)



NORMAL MOD. PRESSURE IS ABLE TO OVERCOME SPRING PRESSURE WHICH PERMITS 5TH GEAR ENGAGEMENT AND HOLD ABOVE 45MPH.

2ND CLUTCH ENGAGEMENT HYD. CIRCUIT (ABNORMAL PRESSURE AT SUDDEN DOWNSHIFT)



LOW MOD. PRESSURE IS UNABLE TO OVERCOME SPRING PRESSURE THEREFORE MISSION ENGAGES SECOND GEAR. THROTTLE OFF WILL DROP MOD. PRESSURE BELOW SPRING PRESSURE DUE TO CLOGGED FILTER SCREEN.

ORIGINAL 3RD CLUTCH SURFACE ROUGHNESS AND PLATE THICKNESS DATA

3rd	DISK THICK 1.94 +/- 0.06	# 8027653 AVG.	# 8008953 AVG.	# 9041539 AVG.	JUDGE
	Disk Thickness (INNER)	1.093	1.361	1.259	NG
	Disk Thickness (OUTER)	1.340	1.364	1.250	
	PLATE THICKNESS STD: 0.7 -0.9	2.13	2.75	2.15	NG
	Piston Side	2 PLATE AVG.	1 PLATE	1 PLATE	
	Ra (New STD .50 max)	0.355	0.52	0.415	
	Rp (New STD .85 max)	2.73	1.86	0.274	
	Rpm	1.2	1.42	1.96	
	Rmax	9.04	7.19	5.64	

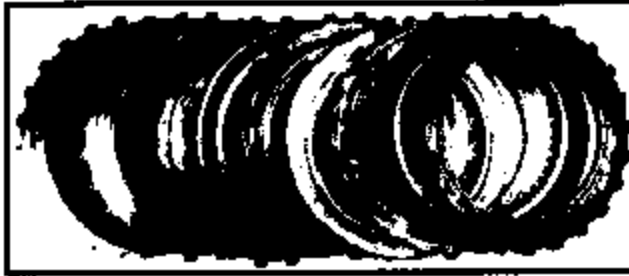
Nominal disk wear
allowed per PED/FDD
test is .100mm/disk
Total .500mm

CLUTCH CONDITION

ATM# 8027653 RATED: C2



ATM# 8008953 RATED: C2



ATM # 9041539 RATED: C2



* PISTON SIDE PLATE USED FOR PRIMARY MEASUREMENT DATA.

SAT SHIFT SOLENOID SCREENS

ATM# B7WA-8027653

MILEAGE: 32,595



*Disassembly revealed no contamination - NTF -

SAT LINEAR SOLENOIDS



Linear Solenoid A & B screens



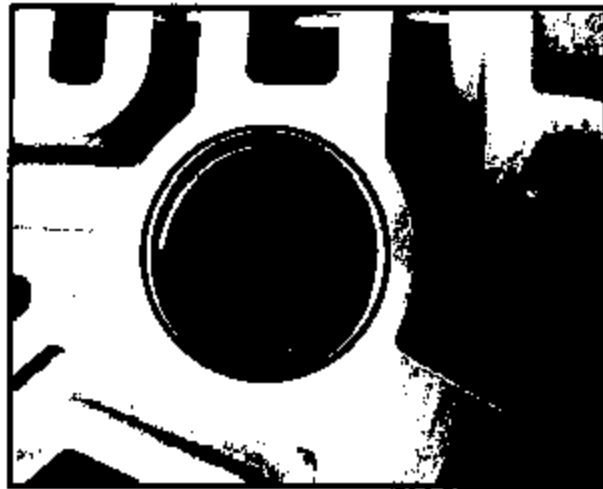
Linear Solenoid C

*Disassembly revealed contamination - NG -

*Modulator pressure to the solenoids restricted

REGULATOR & MAIN VALVE BODY SCREEN FAILURES

ATM # 8027653



RVB Filter Screen



* MVB filter forced through seperater plate.



RVB SEPERATER PLATE

*Disassembly revealed contamination - NG -

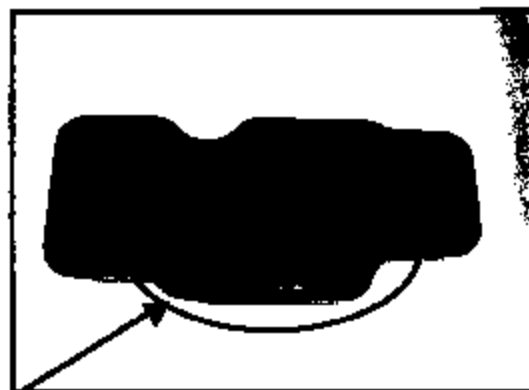
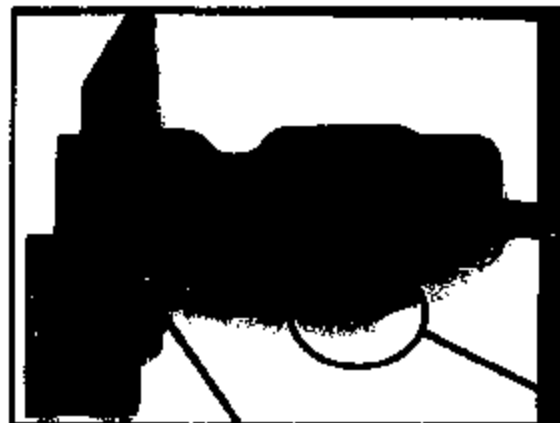


MVB FILTER SCREEN

Note: Component failure similar in three missions analyzed.

5AT STRAINER FAILURE

ATM # 8027653



ACTUAL FILTER



INLET OPENING



OUTLET OPENING

*Disassembly revealed contamination and deterioration - NG -

3RD Clutch Analysis Summary

**MQ Analysis
Oct 25, 2002**

PROBLEM EXPLANATION & EMCS DATA

Mission #8027653 EMCS DATA ANALYSIS

1. Incident generation process

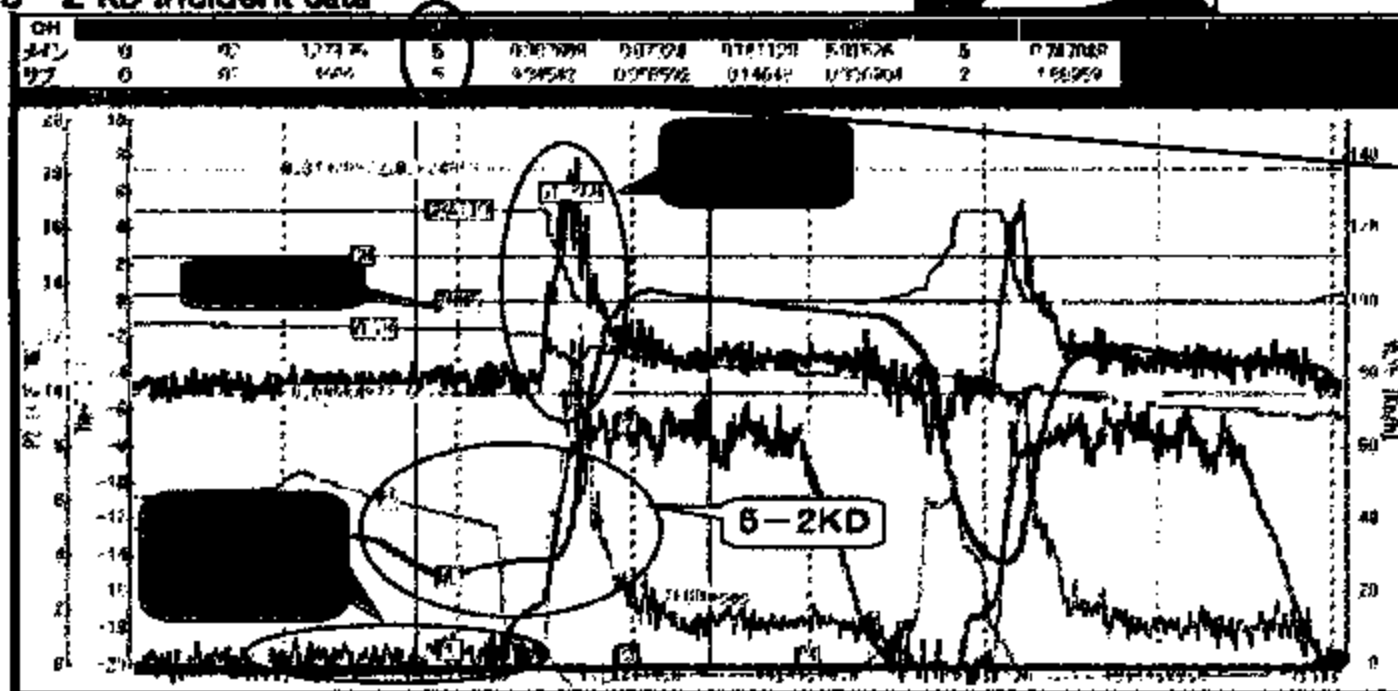
- ①. 3rd clutch wear and facing material peeling off
- ↓
- ②. ATF strainer blocked & breakage
- ↓
- ③. Each screen filter blocking
- ↓
- ④. Line pressure decrease because of filter blocking
- ↓
- ⑤. 5-2 KD generation



(ATF Strainer)

(Screen filter)

2. 5-2 KD Incident data

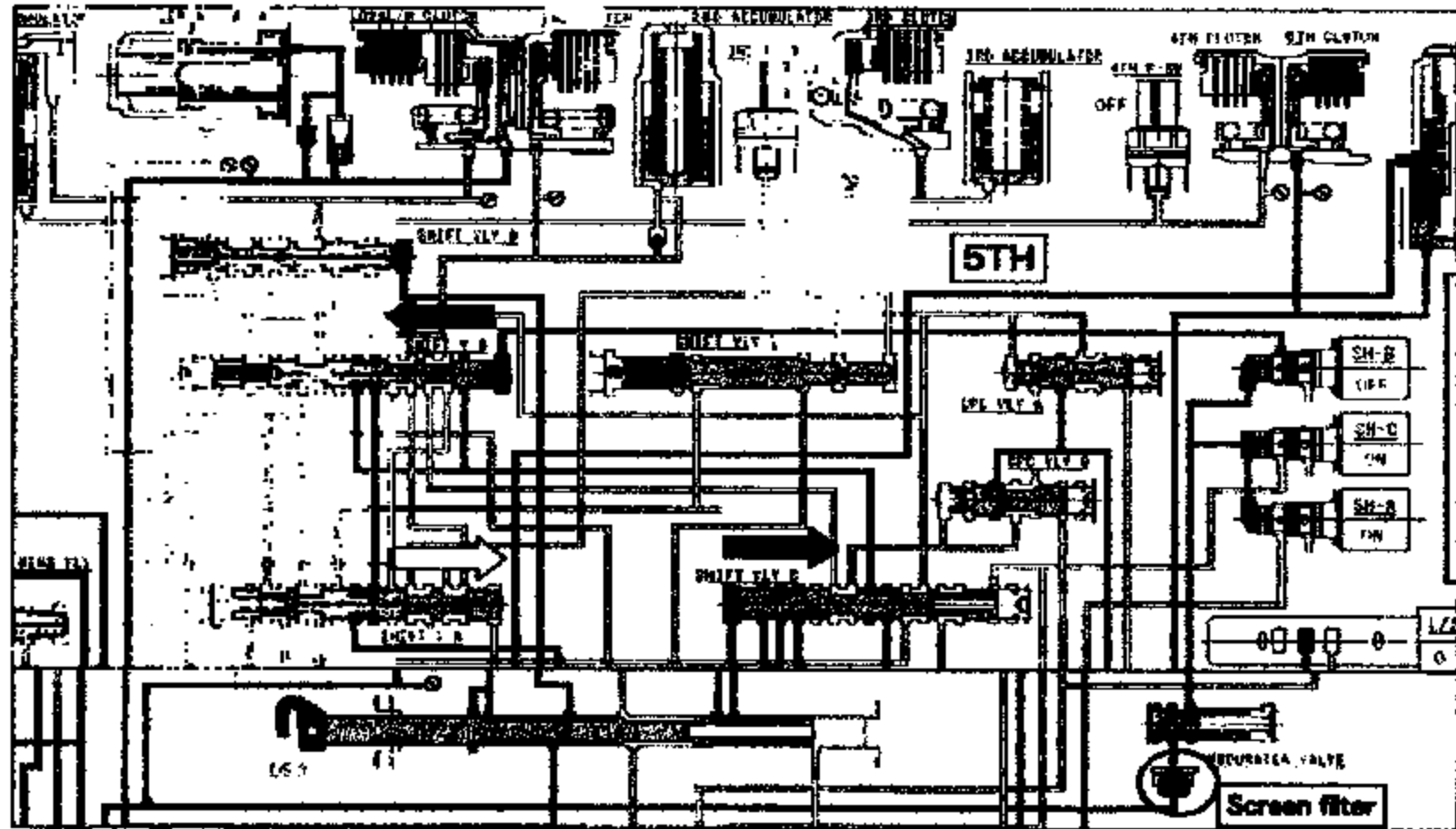


ECU Shift Signal
is Position 5
while mission
mechanically
engages 5-2 KD.

※ 5-2 KD are generated by the PL(MOD) pressure decrease,
the shift shock of 0.8G is generated.

Mission #8027653 EMCS DATA ANALYSIS CONT.

3. 5TH Hydraulic circuit

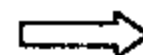


※The MOD pressure in 5TH normal hydraulic circuit is,

-Shift valve B, C is turning on.

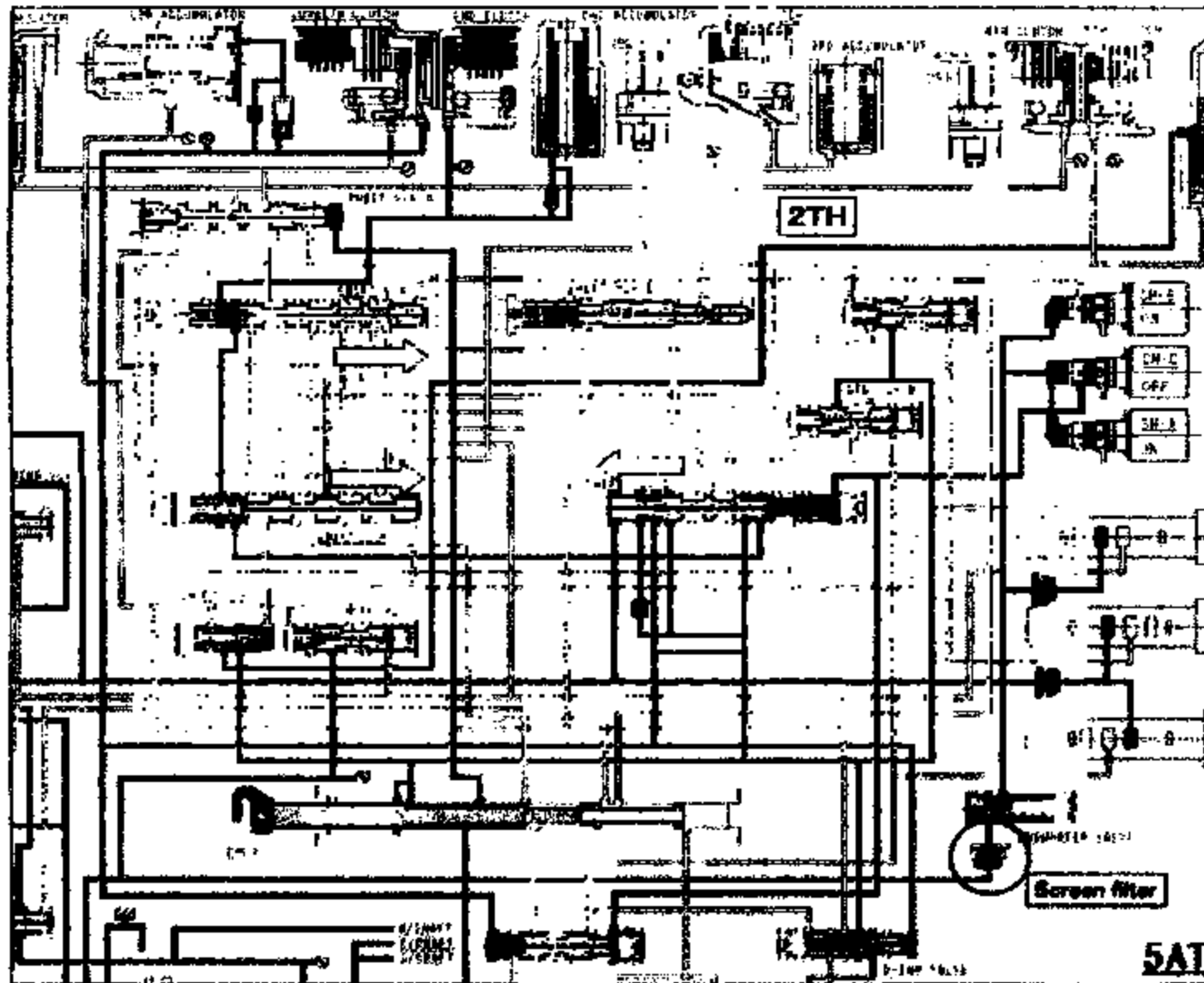


-Shift valve A is turning off.



Mission #8027653 EMCS DATA ANALYSIS CON'T

4. 2ND Hydraulic circuit



※ Shift valves A.B.C are being turned off to the MOD pressure in 2ND normal hydraulic circuit. →

Mission #8027653 EMCS DATA ANALYSIS

CONCLUSION

Result

-When ATF strainer and each filter is blocked due to the wear of 3rd clutch causing contamination through out mission. The PL(MOD) pressure decreases due to the state of the hydraulic circuit on 5TH. Shift valves A,B,C enters the state of turning off this becomes 2ND hydraulic circuit. Result arrives at the incident of 5-2 kick down.

G - FORCE & PRESSURE COMPARISON CHART

G-FORCE CHART

ATM #	CONDITION	NORMAL G	SUDDEN DOWN SHIFT	NVH SHIFT RATING
ATM # 8027653	5-2KD	0.1G @ 55MPH MAX	.75G @ 60 MPH	5.5
ATM # 9041539	4-2KD	0.1G @ 55MPH MAX	.6 G @ 60 MPH at Fail Safe	5.5
ATM # 8008953	4-2KD	0.1G @ 55MPH MAX	1.23G @ 60 MPH at Fail Safe	5.5

PRESSURE COMPARISON

ITEM	NORMAL	ACTUAL		
		ATM # 8027653	ATM # 9041539	ATM # 8008953
MODULATOR PRESSURE	6.5 kgf 60-80°C	1 kgf @ 120°C 55 MPH	2 kgf @ 125°C 55 MPH	No Data due to Repeated Fail Safe Mode
PL (LINE PRESSURE)	9.25~9.75kgf 60-80°C	1 kgf @ 120°C 55MPH	2 kgf @ 125°C 55 MPH	
SHIFT SOLENOID SIGNAL(A,B,C)	ON/OFF/ON	ON/OFF/ON	ON/OFF/ON	ON/OFF/ON

Mission #9041539 EMCS DATA ANALYSIS

1. Incident generation process

- ① 3rd clutch wear and facing material peeling off
- ↓
- ② ATF strainer blocked & breakage
- ↓
- ③ Each screen filter blocking
- ↓
- ④ Line pressure decrease because of filter blocking
- ↓
- ⑤ 4-2 KD generation

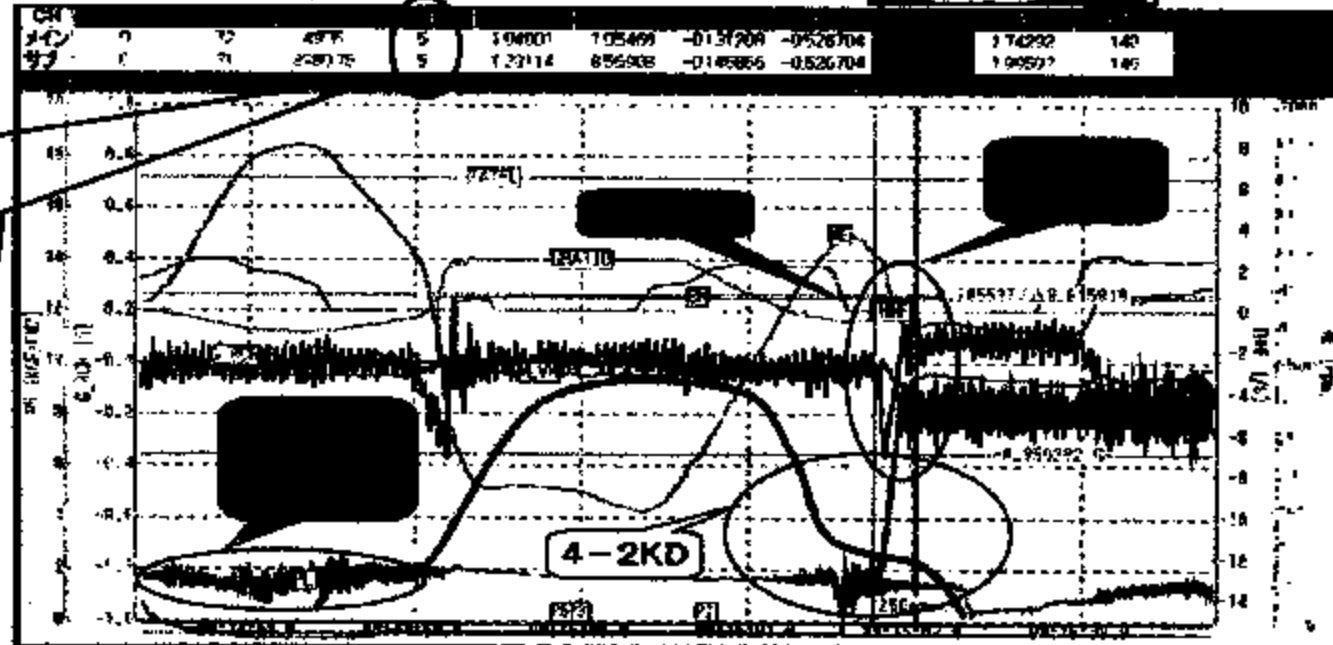


(ATF Strainer)

(Screen filter)

2. 4-2 KD Incident data

ECU Shift Signal
Is Position 5
while mission
engages 4-2 KD.
This action is
Characteristic of
fail safe mode.



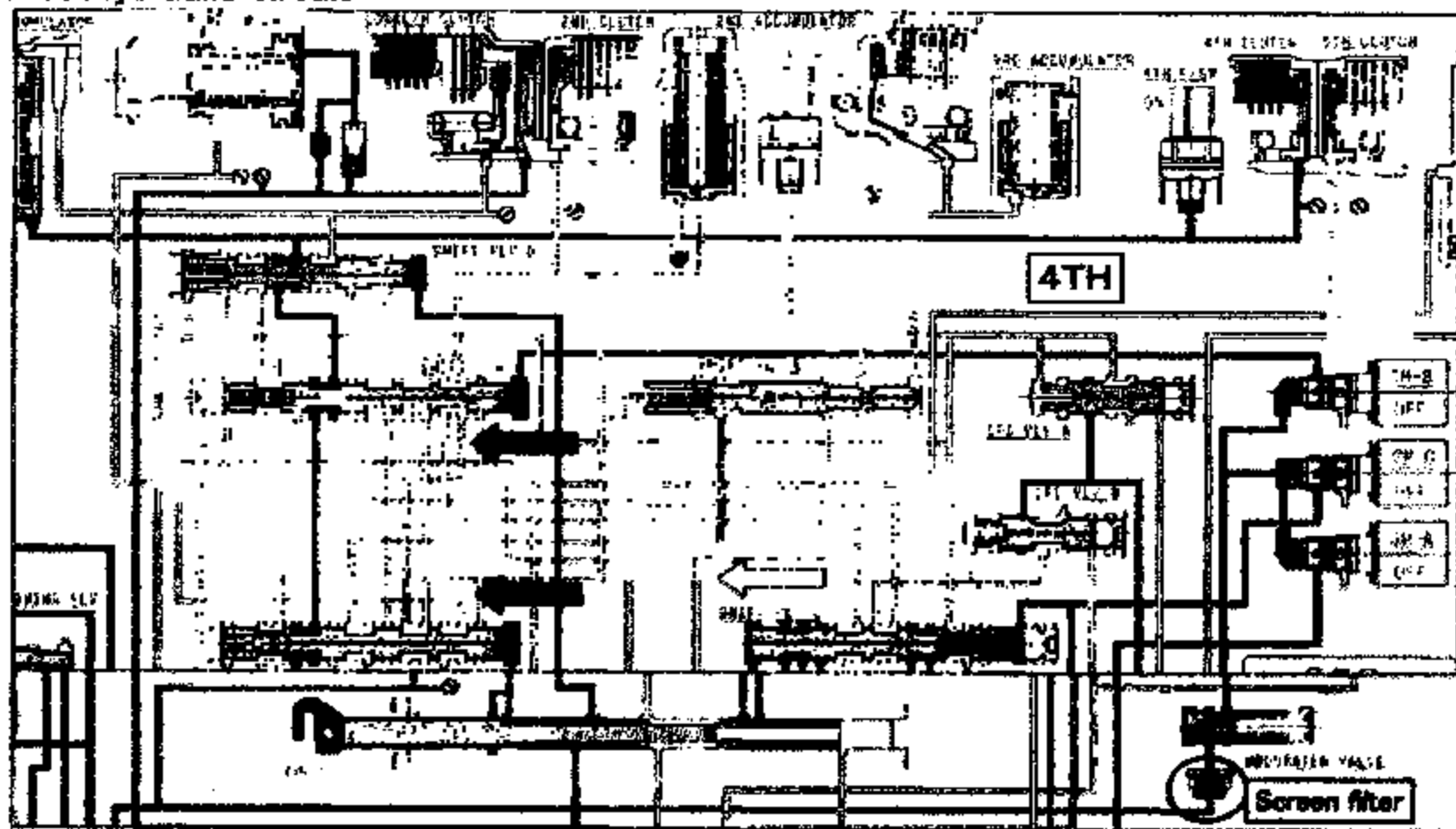
※ 4-2 KD are generated by the PL(MOD) pressure decrease,
the shift shock of 0.8G is generated.

NOTE: Due to ECU entering fail safe mode repeatedly 4-2 KD Data captured only.

FAIL SAFE MODE: ECU detects mechanical failure and overrides normal shift pattern.

Mission #9041539 EMCS DATA ANALYSIS CON'T.

3. 4TH Hydraulic circuit

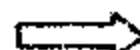


※The MOD pressure in 4TH normal hydraulic circuit is.

- Shift valve A, B is turning on.



*Shift valve C is turning off.



Mission #9041539 EMCS DATA ANALYSIS

CONCLUSION

Result

-When ATF strainer and each filter is blocked due to the wear of 3rd clutch causing contamination through out mission. The PL(MOD) pressure decreases due to the state of the hydraulic circuit on 5TH. Shift valves A,B,C enters the state of turning off this becomes 2ND hydraulic circuit. Result arrives at the incident of 5-2 kick down.

SURFACE ROUGHNESS & DISK WEAR DATA

Original 3rd Clutch Surface Roughness and Plate Thickness Data Summary

Average	ATM # 8027653	ATM # 8008953	ATM # 9041539
Ra (New STD .50 max)	0.355	0.52	0.415
Rp (New STD .85 max)	2.73	1.86	0.274
Rpm	1.2	1.42	1.96
Rmax	9.04	7.19	5.64

Nominal disk wear
allowed per PED/FDD
test is .100mm/disk
Total .500mm/Clutch

ATM# 8027653		Disk Thickness 1.94 +/- 0.06					CLEARANCE JUDGE		
3rd	Disk Thickness (INNER)	1.768	1.267	1.218	1.242	1.212	NG NG	STD: 0.7 -0.9	NG
	Disk Thickness (OUTER)	1.646	1.256	1.224	1.368	1.206		ACT: .213mm	
	PLATE THICKNESS								

ATM# 8008953		Disk Thickness 1.94 +/- 0.06							
3rd	Disk Thickness (INNER)	1.641	1.452	1.224	1.227	1.265	NG NG	STD: 0.7 -0.9	NG
	Disk Thickness (OUTER)	1.653	1.332	1.235	1.204	1.431			
	PLATE THICKNESS							ACT: .275	

ATM # 9041539		Disk Thickness 1.94 +/- 0.06							
3rd	Disk Thickness (INNER)	1.469	1.207	1.217	1.208	1.197	NG NG	STD: 0.7 -0.9	NG
	Disk Thickness (OUTER)	1.433	1.197	1.214	1.201	1.197			
	PLATE THICKNESS							ACT: .215	

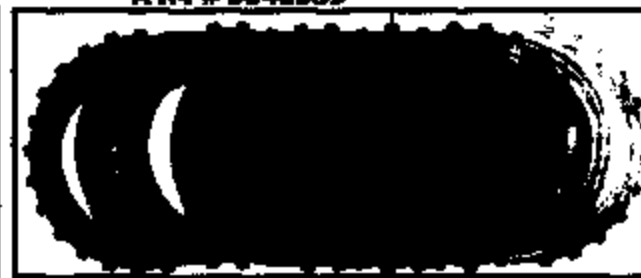
ATM# 8027653



ATM# 8008953



ATM # 9041539



NOTE: Roughness data taken from one to two plates per clutch due to wear and burning.

DETAILED MISSION ANALYSIS

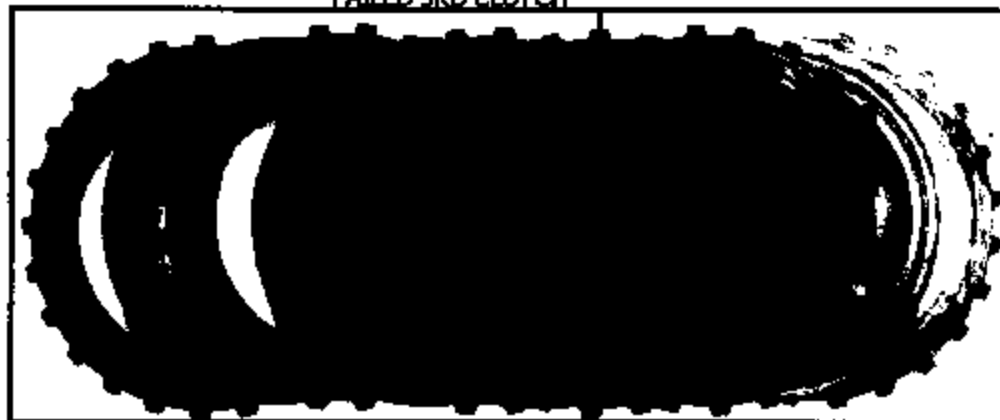
ATM #
MODEL
MILEAGE

B7WA-9041539
01 ACURA TL
23,911

Disk Thickness 1.94 +/- 0.06
Plate Thickness 2.3mm

Clutch	E/P Side						Piston Side		THICKNESS JUDGE	CLEARANCE JUDGE	
	Disk 1	Disk 2	Disk 3	Disk 4	Disk 5	Disk 6					
1st											
2nd										STD: .85-1.05 ACT: 1.25	NG
3rd	Disk Thickness (INNER)	1.469	1.207	1.217	1.208	1.197			NG	STD: 0.7 -0.9	NG
	Disk Thickness (OUTER)	1.433	1.197	1.214	1.201	1.197			NG		
	PLATE THICKNESS									ACT: .215	
4th										STD: 0.55 - .75mm	

FAILED 3RD CLUTCH



HIGH HEAT & WEAR 4TH CLUTCH



SUMMARY

- *Surface Roughness data Indicates an OK Ra value of .415 if .50 Ra becomes new standard.
- *Rp value of .274 Indicates OK RP value if .85 RP becomes new standard. Note: This is a one plate measurement.
- *Failed 3rd clutch disks 1 - 6 have no facing material. This is evidence of metal to metal contact.
- *4th clutch wear possible due to fail safe mode driving. 2nd and 4th are only available in safe mode thus generating heat wear.
- *4th clutch clearance unable to check due high heat condition. Unable to remove gear from clutch.

ATM #
MODEL
MILEAGE

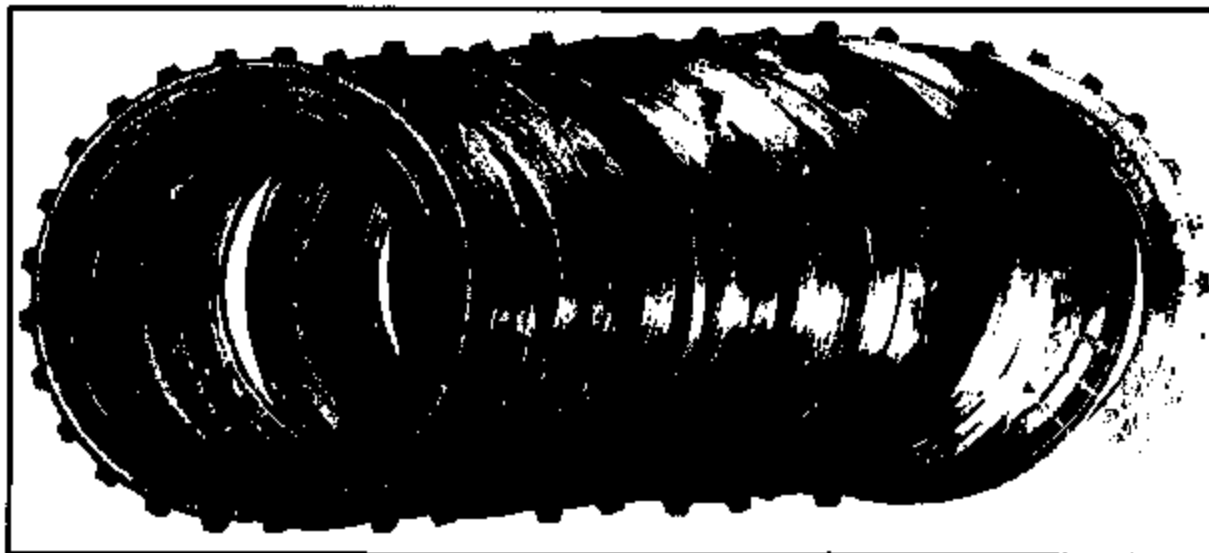
B7WA-B027653
01 ACURA TL
32,595

Disk Thickness 1.94 +/- 0.06
Plate Thickness 2.3mm

Clutch

	E/P Side			Piston Side			THICKNESS JUDGE	CLEARANCE JUDGE	
	Disk 1	Disk 2	Disk 3	Disk 4	Disk 5	Disk 6			
1st									
2nd								STD: .85-1.05 ACT: 1.00mm	OK
3rd	Disk Thickness (INNER)	1.768	1.267	1.218	1.242	1.212	NG	STD: 0.7 -0.9	NG
	Disk Thickness (OUTER)	1.646	1.256	1.224	1.368	1.206	NG	ACT: .213mm	
	PLATE THICKNESS								
4th								STD: 0.55 - .75mm ACT: 1.10mm	NG

FAILED 3RD CLUTCH



SUMMARY

*Surface Roughness data indicates good RA value of .335 if .50 max becomes new standard.

*Rp value of 2.73 indicates NG RP value if .85 RP becomes new standard.

*Failed 3rd clutch disks 1,2,3 have no facing material. This is evidence of metal to metal contact.

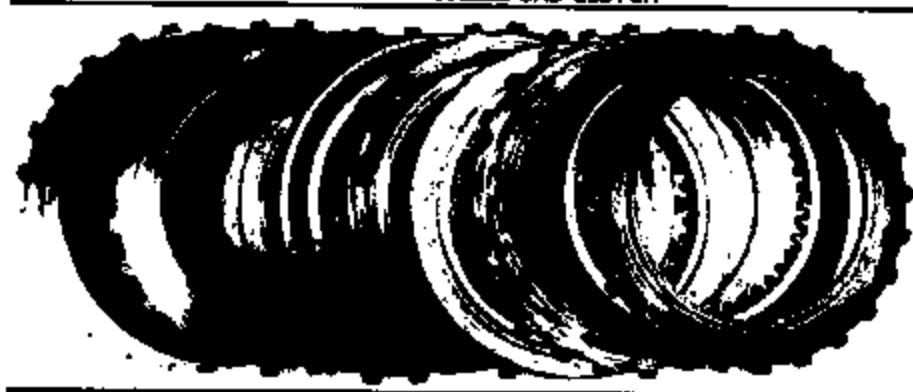
ATM #
MODEL
MILEAGE

B7WA-8008953
01 ACURA TL
22,816

Disk Thickness 1.94 +/- 0.06
Plate Thickness 2.3mm

Clutch		E/P Side			Piston Side			THICKNESS JUDGE	CLEARANCE JUDGE	
		Disk 1	Disk 2	Disk 3	Disk 4	Disk 5	Disk 6			
1st										
2nd									STD: .85-1.05 ACT: 1.00	OK
3rd	Disk Thickness (INNER)	1.641	1.452	1.224	1.227	1.265		NG	STD: 0.7 -0.9	NG
	Disk Thickness (OUTER)	1.653	1.332	1.235	1.204	1.431		NG		
	PLATE THICKNESS								ACT: .275	
4th									STD: 0.55 - .75mm 0.790	NG

FAILED 3RD CLUTCH



WORN 4TH CLUTCH (B2)



SUMMARY

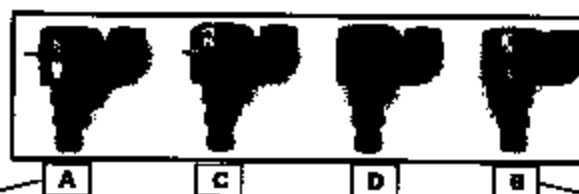
- *Surface Roughness data indicates an NG Ra value of .520 if .50 Ra becomes new standard.
- *Rp value of 2.83 indicates OK RP value if .85 RP becomes new standard. Note: This is a two plate measurement.
- *Failed 3rd clutch disks 2,3,4 have no facing material. This is evidence of metal to metal contact.
- *4th clutch wear possible due to fail safe mode driving. 2nd and 4th are only available in safe mode thus generating heat wear.

MISSION COMPONENT FAILURE

SAT SHIFT SOLENOID SCREENS

ATM# B7WA-8008953

MILEAGE: 22,896



*Disassembly revealed no contamination - NTF -

SAT LINEAR SOLENOIDS



Linear Solenoid A & B screens



Linear Solenoid C

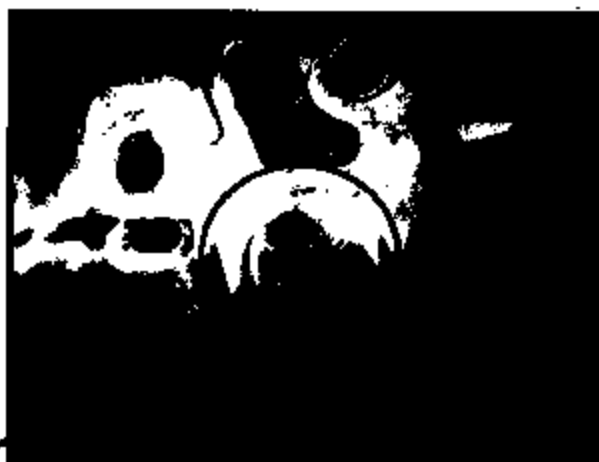
Note:
Component failure similar in three missions analyzed.

*Disassembly revealed contamination - NG -
*Modulator pressure to the solenoids restricted

REGULATOR & MAIN VALVE BODY SCREEN FAILURES



* MVB filter forced through seperater plate.



RVB SEPERATER PLATE

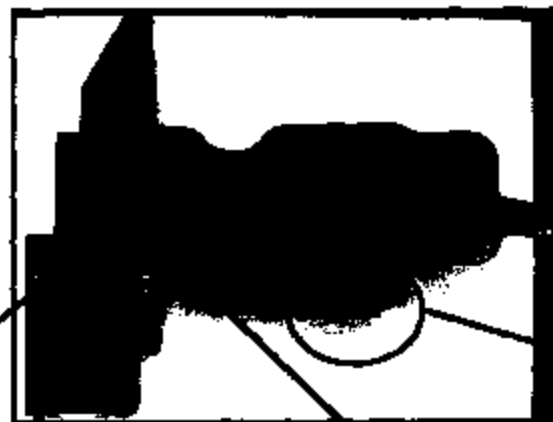
*Disassembly revealed contamination - NG -



MVB FILTER SCREEN

Note: Component failure similar in three missions analyzed.

SAT STRAINER FAILURE



INLET OPENING



INLET OPENING



OUTLET OPENING

*Disassembly revealed contamination and deterioration - NG -

Note: Component failure similar in three missions analyzed.

Analysis Results NHTSA Hotline Missions

Disassembly Analysis Results

VIN: 19UYA42601A023669

Model: 01m CL Sport

Mission #: BGFA-1018720

Mission Build Date:10/4/00

Contention: Won't shift

- 1.) 3rd Clutch burning was the root cause of this failure.
- 2.) Contamination from 3rd clutch friction material clogged the ATF strainer causing it to fail, allowing contamination to enter the hydraulic control circuits.
- 3.) All 3 secondary screen filters in the modulator pressure circuit were contaminated with clutch friction material.
- 4.) Visual inspection of gears did not reveal any damage.
- 5.) Oil Pump had free rotation, did not show evidence of seizure.
- 6.) 1st Gear one way over running clutch had smooth rotation and visually did not show signs of seizure.
- 7.) None of the other clutches failed, however 2nd, 4th, and 5th clutches had plates discolored from heat generated from clutch slip.

BGFA-1018720

1st/1st Hold clutch



Low gear OWC/
over running clutch



Clearance: 1.52mm
Condition: A1



Sprag condition: OK
Inner/outer race condition: OK

BGFA-1018720

2nd Clutch



Clearance: 1.42mm
Condition: B1

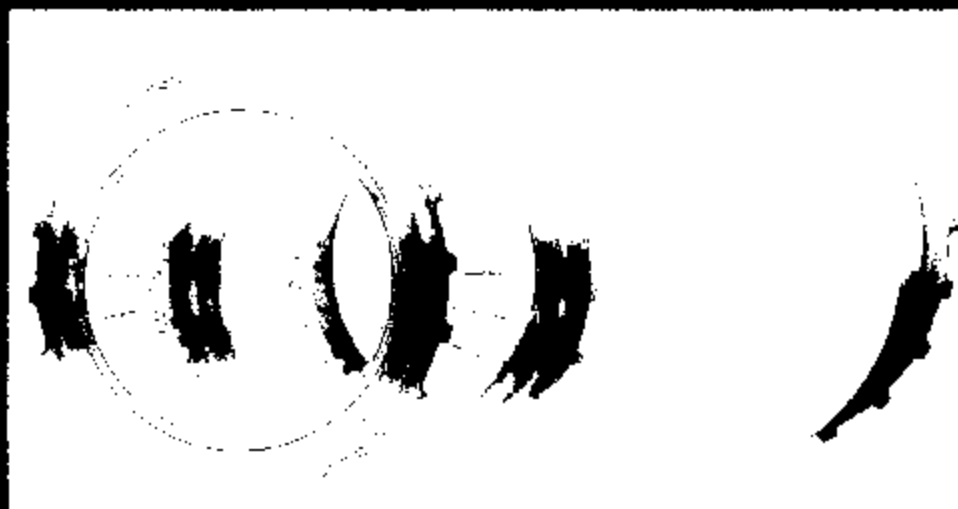
3rd Clutch



Clearance: 3.25mm
Condition: C2

BGFA-1018720

4th Clutch



Clearance: 1.08mm
Condition: B2

5th Clutch



Clearance: 0.96mm
Condition: B1

BGFA-1018720 Strainer/Filter condition



Strainer failed at edge and ring



Modulator Circuit Filter
(Before mod valve)



Modulator Circuit Filter
(after Mod valve
Before linear solenoid)



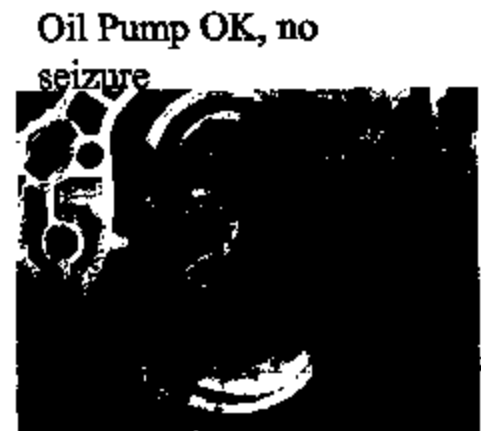
Lin. Sol. A



Lin. Sol.
Mod. Pressure in



Lin. Sol. B



Oil Pump OK, no
seizure

Disassembly Analysis Results

VIN: 19UYA42691A023606

Model: 01m CL Sport

Mission #: BGFA-1018818

Mission Build Date:10/4/00

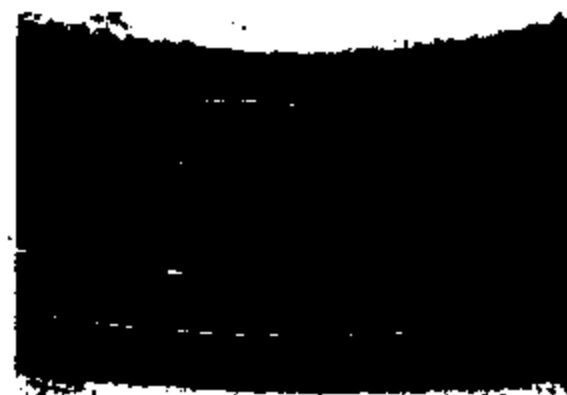
**Contention:Shifts hard on take off, will not shift
from 2nd to 3rd just revs**

- 1.) 3rd Clutch burning was the root cause of this failure.**
- 2.) Contamination from 3rd clutch friction material clogged the ATF strainer causing it to fail,allowing contamination to enter the hydraulic control circuits.**
- 3.) All 3 secondary screen filters in the modulator pressure circuit were contaminated with clutch friction material.**
- 4.) Visual inspection of gears did not reveal any damage.**
- 5.) Oil Pump had free rotation, did not show evidence of seizure.**
- 6.) 1st Gear one way over running clutch had smooth rotation and visually did not show signs of seizure.**
- 7.) 4th and 5th clutches had failed also, 4th clutch friction disks were seized to the gear spline area. Appears customer drove vehicle for extended time with clutch slip.**

BGFA-1018818

1st/1st Hold clutch

Low gear OWC/
over running clutch



Clearance: 1.52mm
Condition: B1

Sprag condition: OK
Inner/outer race condition: OK

BGFA-1018818

2nd Clutch



Clearance: 1.35mm
Condition: B1

3rd Clutch



Clearance: N/A
Condition: C2

BGFA-1018818

4th Clutch



5th Clutch



Clearance:N/A

Condition: C2

Note: Friction disks were seized to gear splines

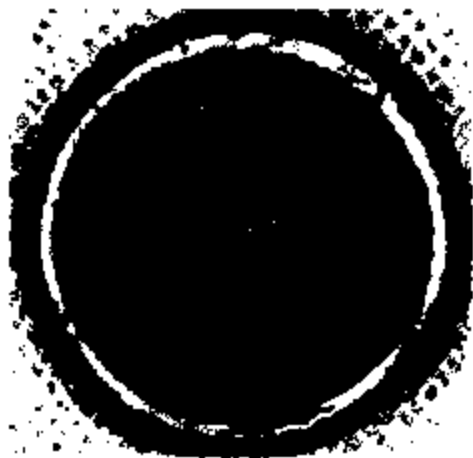
Clearance: N/A

Condition: C2

BGFA-1018818 Strainer/Filter condition



Strainer failed at edge and ring



Modulator Circuit Filter
(Before mod valve)

Modulator Circuit Filter
(after Mod valve
Before linear solenoid)



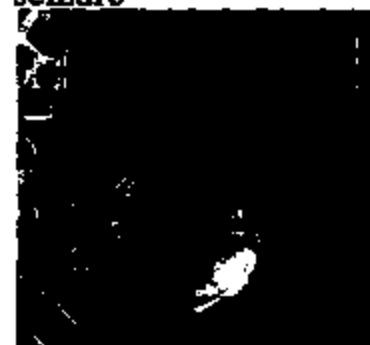
Lin. Sol. A



Lin. Sol.
Mod. Pressure in
Oil Pump OK, no
seizure



Lin. Sol. B



Disassembly Analysis Results

VIN: 19UUA56701A013084

Model: 01m TL

Mission #: B7WA-8014113

Mission Build Date:10/24/00

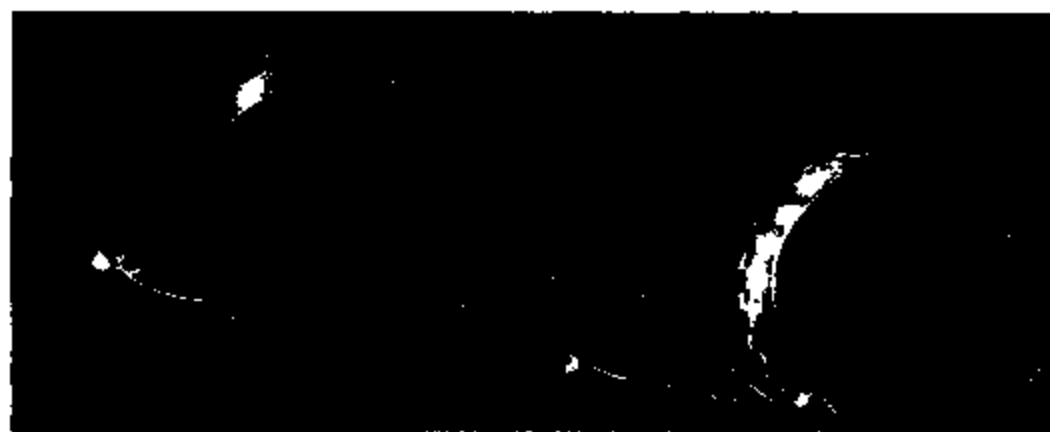
Contention:Hard shift, jerks

- 1.) 3rd Clutch burning was the root cause of this failure.**
- 2.) Contamination from 3rd clutch friction material clogged the ATF strainer causing it to fail,allowing contamination to enter the hydraulic control circuits.**
- 3.) All 3 secondary screen filters in the modulator pressure circuit were contaminated with clutch friction material.**
- 4.) Visual inspection of gears did not reveal any damage.**
- 5.) Oil Pump had free rotation, did not show evidence of seizure.**
- 6.) 1st Gear one way over running clutch had smooth rotation and visually did not show signs of seizure.**
- 7.) None of the other clutches failed, however 4th, and 5th clutches had plates discolored from heat generated from clutch slip.**

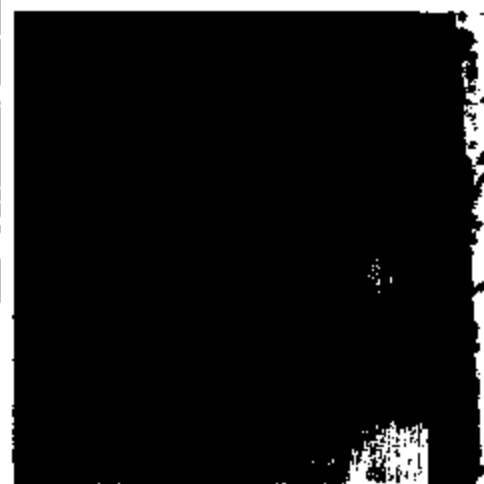
B7WA-8014113

1st/1st Hold clutch

Low gear OWC/
over running clutch



Clearance: 1.35mm
Condition: A2



Sprag condition: OK
Inner/outer race condition: OK

B7WA-8014113

2nd Clutch



Clearance: 1.05mm
Condition: A2

3rd Clutch



Clearance: N/A
Condition: C2

B7WA-8014113

4th Clutch



Clearance: 1.02mm
Condition: B1

5th Clutch

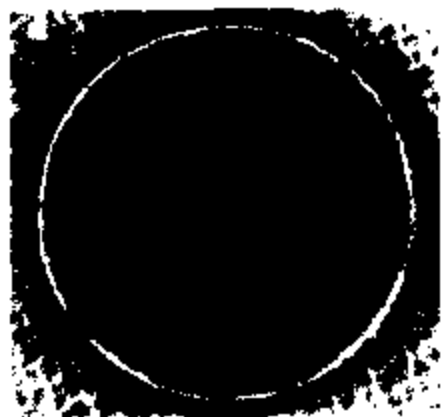


Clearance: 0.85mm
Condition: B1

B7WA-8014113 Strainer/Filter condition



Strainer failed at edge and ring



Modulator Circuit Filter
(Before mod valve)



Modulator Circuit Filter
(after Mod valve
Before linear solenoid)



Lin. Sol. A



Lin. Sol.
Mod. Pressure in
Oil Pump OK, no
seizure



Lin. Sol. B



Disassembly Analysis Results

VIN: 19UUA56631A024037

Model: 01m TL

Mission #: B7WA-8025514

Mission Build Date:12/12/00

Contention:Slips 2-3

- 1.) 3rd Clutch burning was the root cause of this failure.
- 2.) Contamination from 3rd clutch friction material clogged the ATF strainer causing it to fail,allowing contamination to enter the hydraulic control circuits.
- 3.) All 3 secondary screen filters in the modulator pressure circuit were contaminated with clutch friction material.
- 4.) Visual inspection of gears did not reveal any damage.
- 5.) Oil Pump had free rotation, did not show evidence of seizure.
- 6.) 1st Gear one way over running clutch had smooth rotation and visually did not show signs of seizure.
- 7.) None of the other clutches failed, all were A1/A2 condition, appears customer did not drive vehicle for long after slipping was noticed.

B7WA-8025514

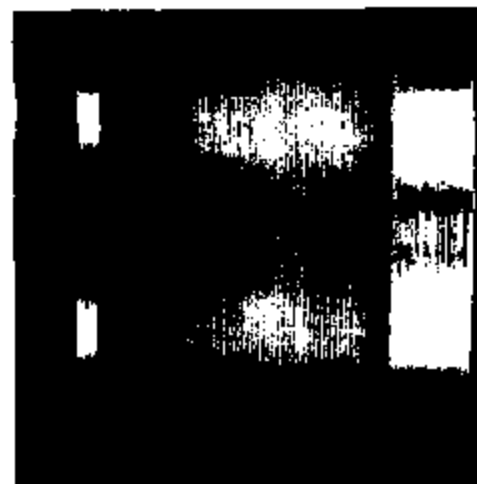
1st/1st Hold clutch



Clearance: 1.28mm

Condition: A1

Low gear OWC/
over running clutch



Sprag condition: OK

Inner/outer race condition: OK

B7WA-8025514

2nd Clutch



3rd Clutch



Clearance: 1.01mm
Condition: A2



Clearance: N/A
Condition: C2

B7WA-8025514

4th Clutch



5th Clutch

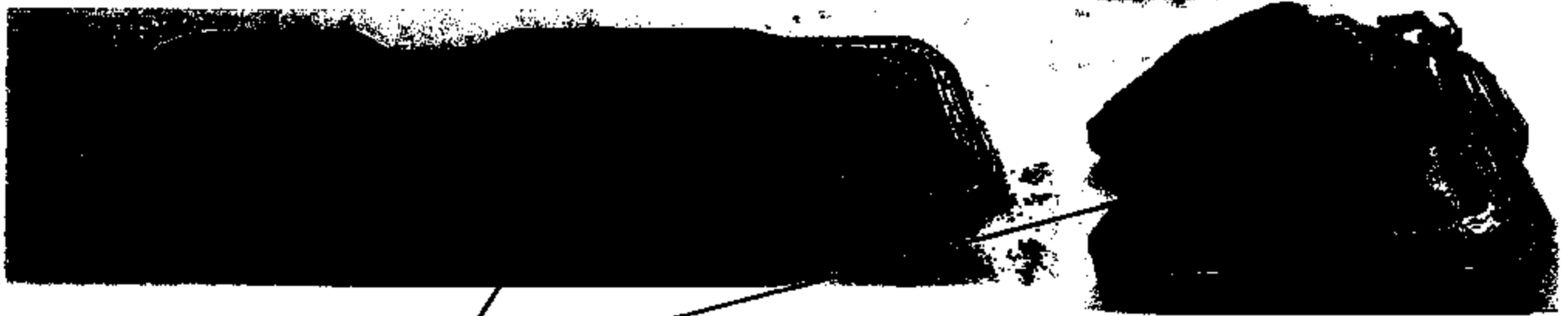


Clearance: 0.88
Condition: A2

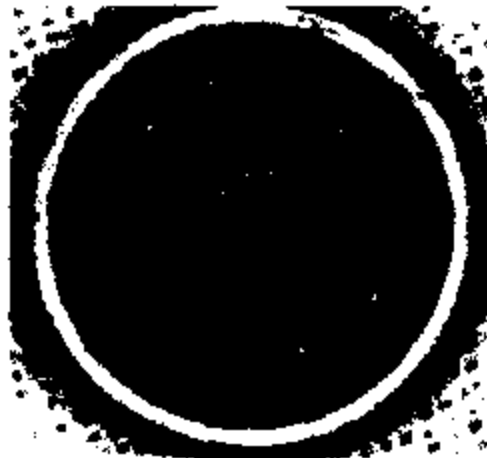


Clearance: 0.98mm
Condition: A2

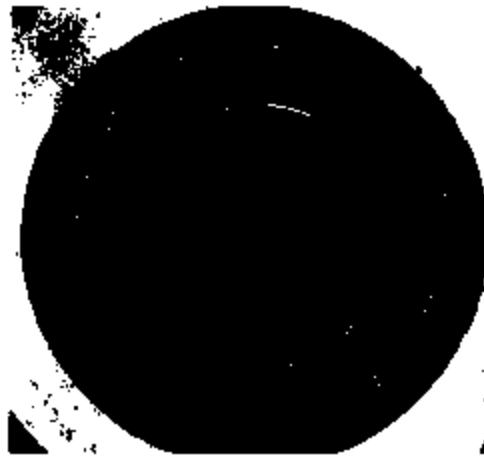
B7WA-8025514 Strainer/Filter condition



Strainer did not fail around the side,
failure did occur at the ring.



Modulator Circuit Filter
(Before mod valve)



Modulator Circuit Filter
(after Mod valve
Before linear solenoid)



Lin. Sol. A



Lin. Sol.
Mod. Pressure in



Lin. Sol. B

Oil Pump OK, no
seizure



Disassembly Analysis Results

VIN: 19UUA56972A048157

Model: 02m TL/S

Mission #: B7WA-9059518

Mission Build Date: 11/6/01

Contention: Will not downshift, slips in all gears

- 1.) 3rd Clutch burning was the root cause of this failure.**
- 2.) Contamination from 3rd clutch friction material clogged the ATF strainer causing it to fail, allowing contamination to enter the hydraulic control circuits.**
- 3.) All 3 secondary screen filters in the modulator pressure circuit were contaminated with clutch friction material. The filter before the modulator valve was almost completely blocked causing low modulator pressure and sudden downshift to 2nd gear.**
- 4.) Visual inspection of gears did not reveal any damage.**
- 5.) Oil Pump had free rotation, did not show evidence of seizure.**
- 6.) 1st Gear one way over running clutch had smooth rotation and visually did not show signs of seizure.**
- 7.) None of the other clutches failed, all were A1-B1 condition, appears customer did not drive vehicle for long after slipping was noticed.**

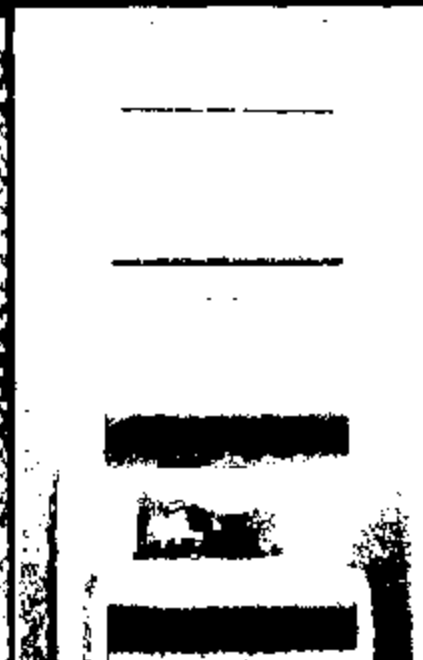
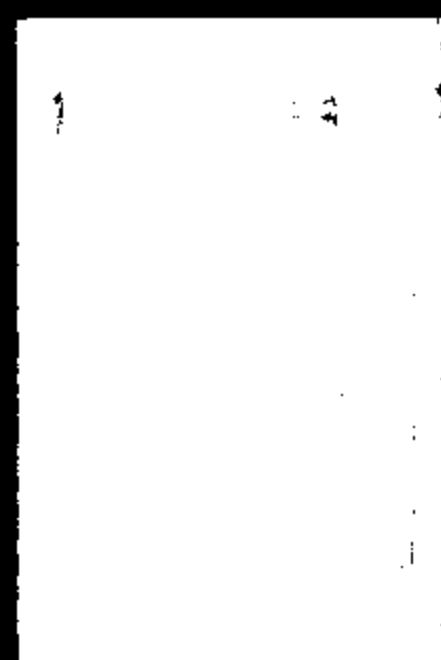
B7WA-9059518

1st/1st Hold clutch

Low gear OWC/
over running clutch



Clearance: 1.40mm
Condition: A1



Sprag condition: OK
Inner/outer race condition: OK

B7WA-9059518

2nd Clutch



Clearance: 1.15mm
Condition: A2

3rd Clutch



Clearance: 3.90mm
Condition: C2

B7WA-9059518

4th Clutch



Clearance: 1.16mm
Condition: B1

5th Clutch



Clearance: 1.05mm
Condition: B1

B7WA-9059518 Strainer/Filter condition



Strainer did not fail around the side,
failure did occur at the ring.



Modulator Circuit Filter
(Before mod valve)



Modulator Circuit Filter
(after Mod valve
Before linear solenoid)



Lin. Sol. A



Lin. Sol.
Mod. Pressure in



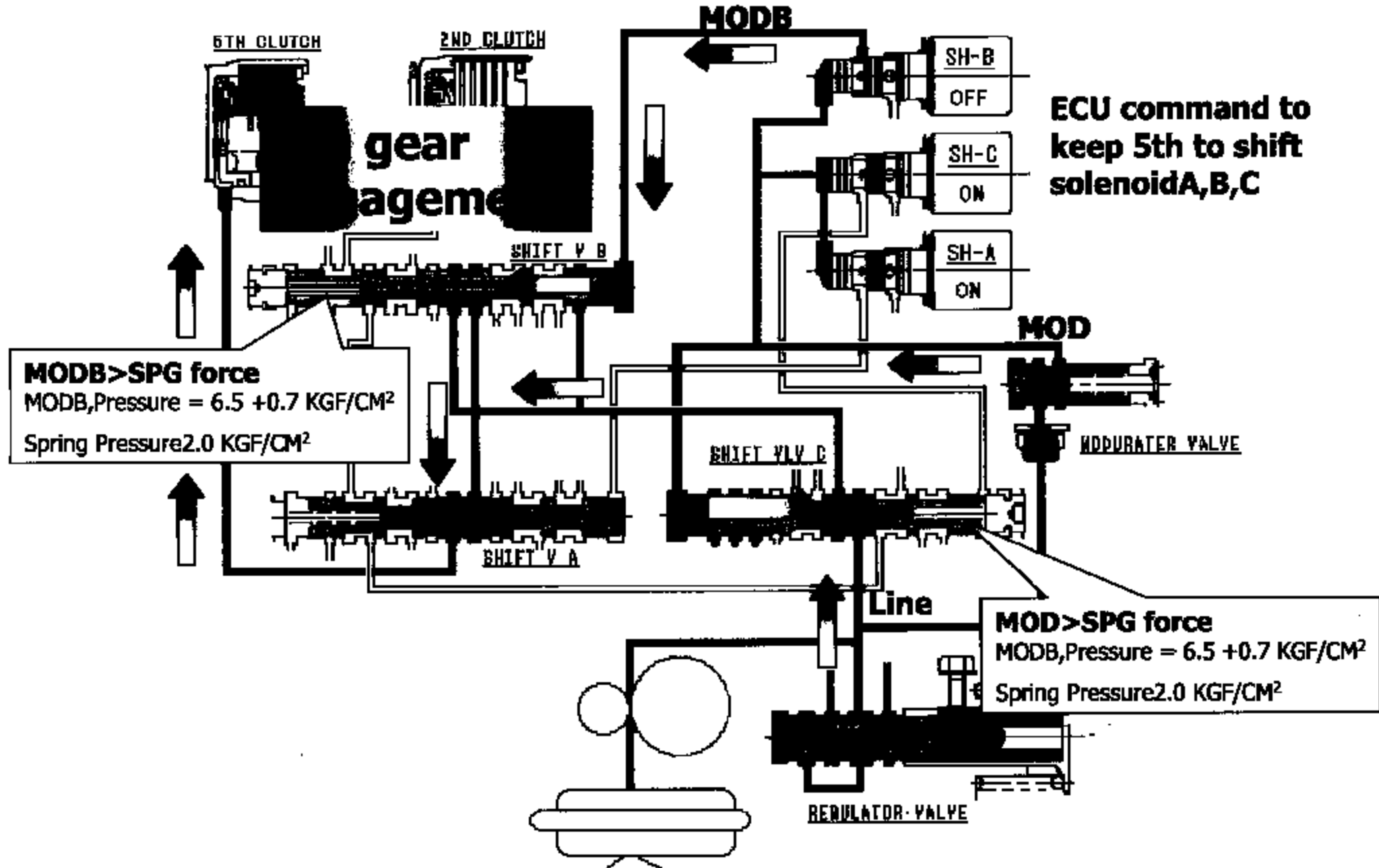
Lin. Sol. B

Oil Pump OK, no
seizure

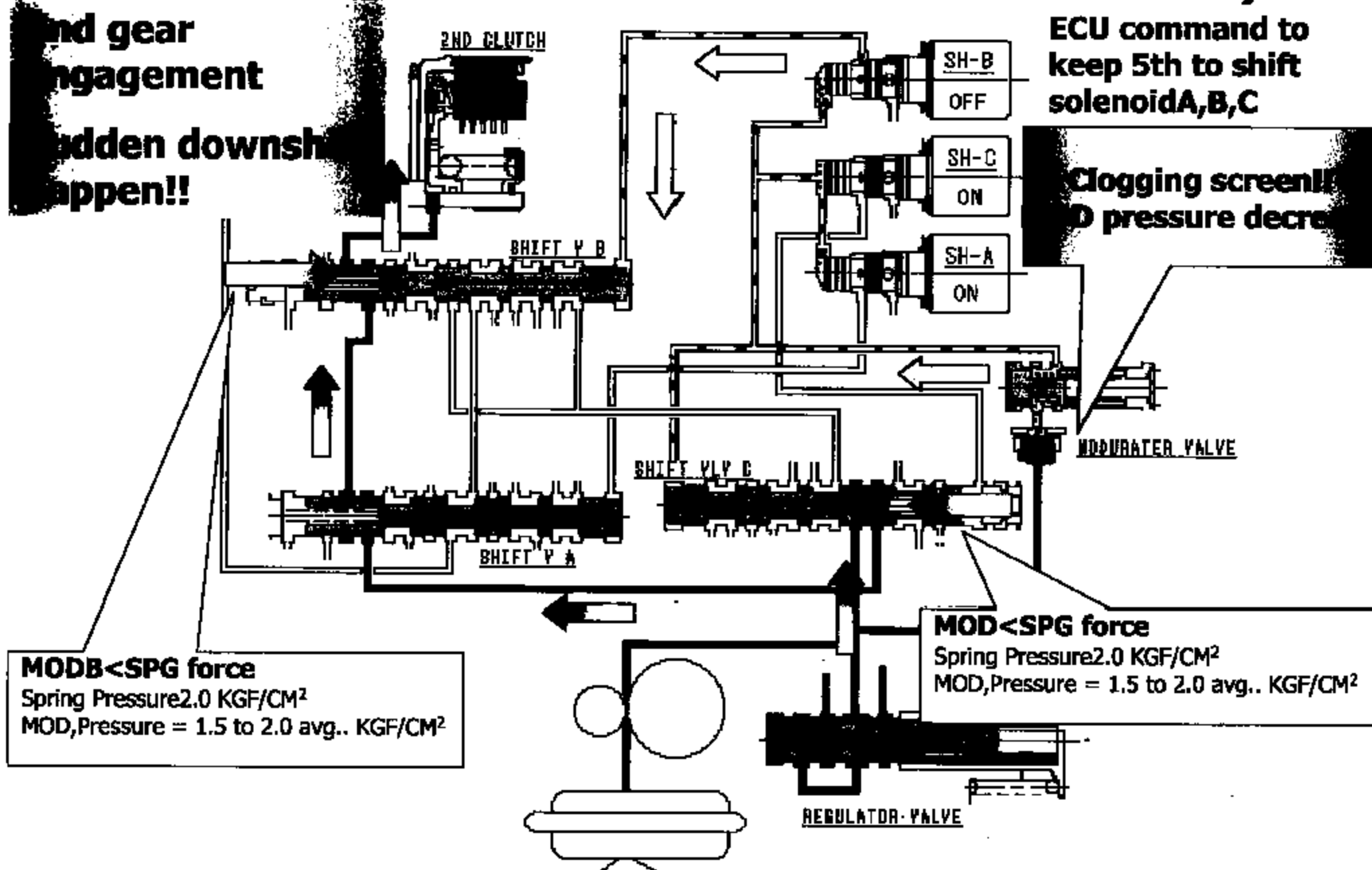


Sudden downshift mechanism

5 TH CLUTCH ENGAGEMENT HYDRAULIC CIRCUIT (NORMAL PRESSURE)

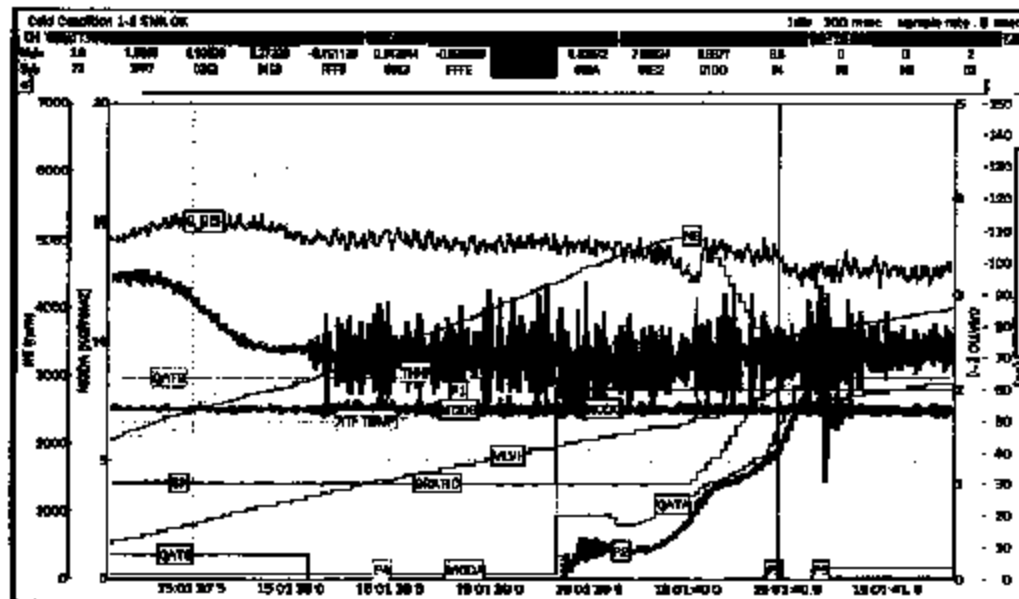


2ND CLUTCH ENGAGEMENT HYD. CIRCUIT (ABNORMAL PRESSURE AT SUDDEN DOWNSHIFT)



**NHTSA Sudden Down Shift Investigation
BGFA-1018720 Low Temperature**

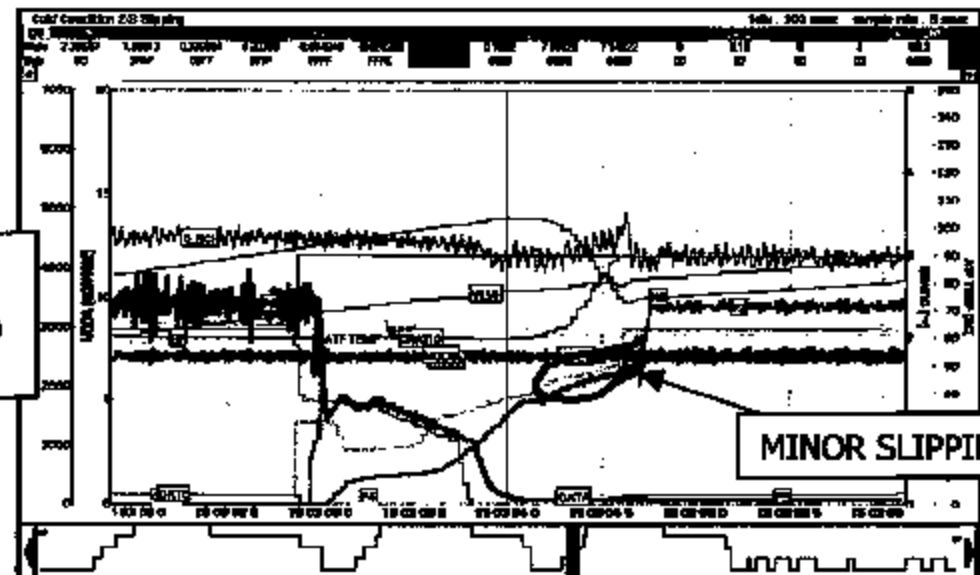
BGFA-1018720 1-2 Shift Cold Condition (53C)



CONCLUSION:

Line Pressure, 1st Clutch and 2nd Clutch Pressure are Ok. (The cause of fluctuations in line pressure is due to noise.)

BGFA-1018720 2-3 Shift Cold Condition (60C)

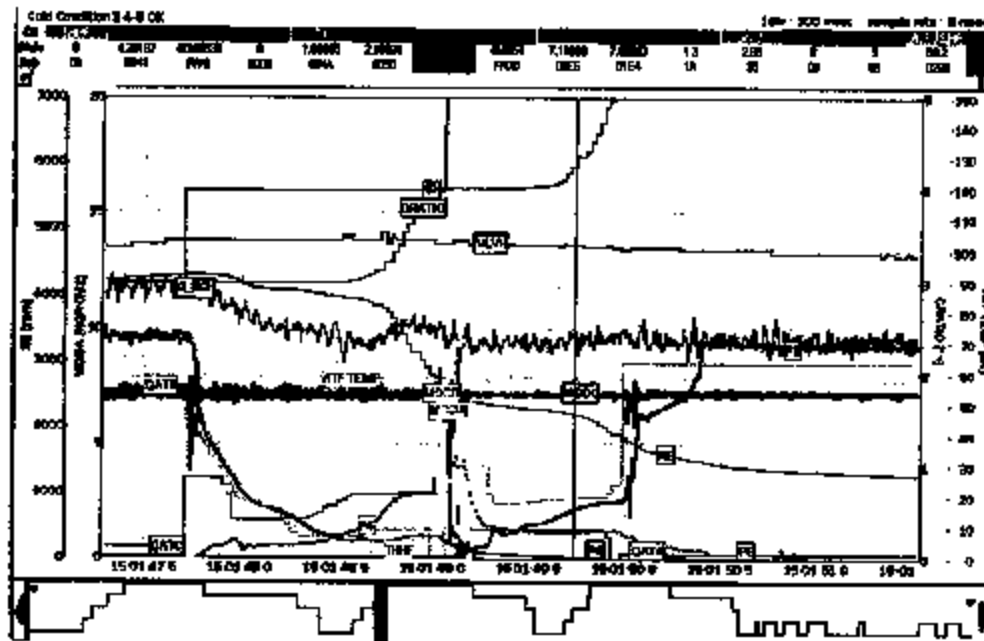


CONCLUSION:

Minor slipping found in 3rd Gear on 2-3 up shift.

MINOR SLIPPING

BGFA-1018720 2-3 Shift Cold Condition (59C)



CONCLUSION:

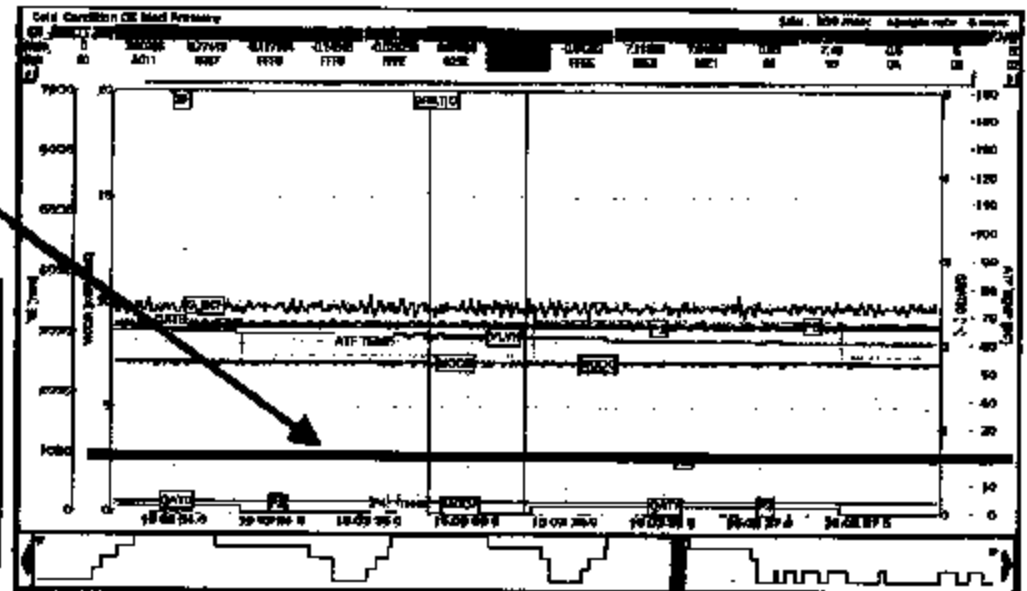
3-4-5 shift ok, pressures ok.

MOD Pressure Failure Point;
Where mod pressure is
overcome by shift valve C spring
pressure.

CONCLUSION:

Sudden down shift didn't happen.
Modulator pressure did not fall below (2 KGF/Cm²).
So sudden down shift is not a possibility on this
transmission. Modulator pressure was below
normal but able to overcome spring pressure.

BGFA-1018720 5th cruise Cold Condition (TH off, 60C)

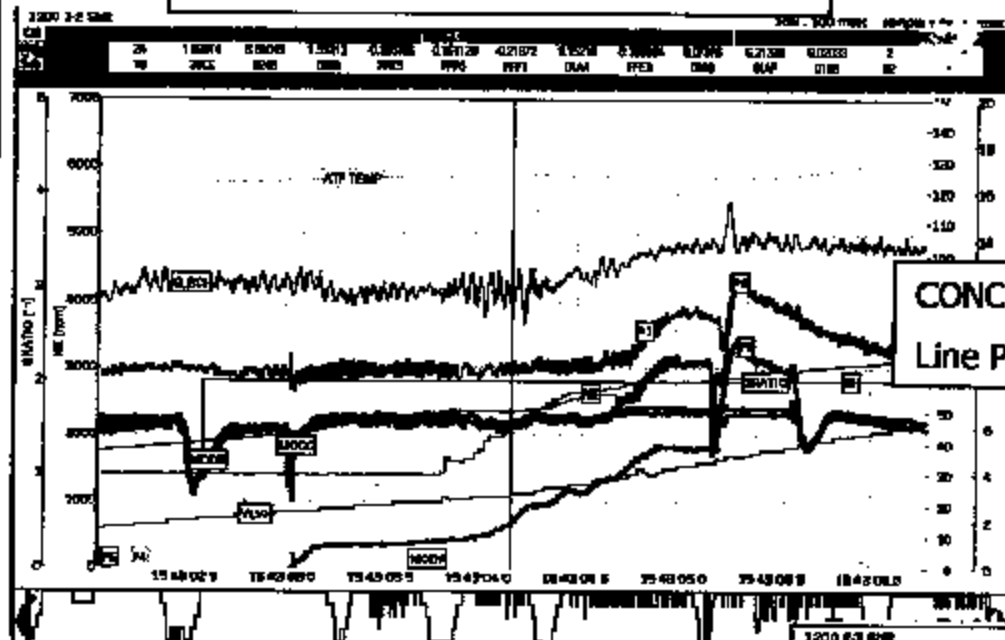


In-Vehicle Confirmation Test - Detail Results

[illegible]

**NHTSA Sudden Down Shift Investigation
BGFA-1018720 +120 C**

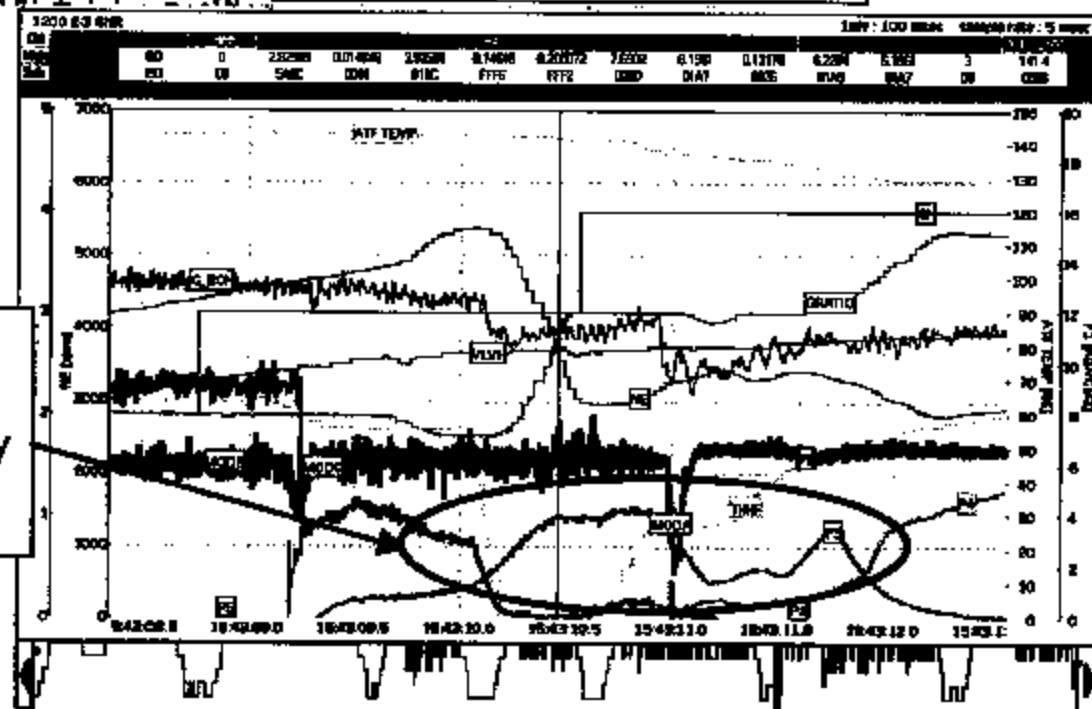
BGFA-1018720 1-2 ABOVE 120 C



CONCLUSION:

Line Pressure, 1st Clutch and 2nd Clutch Pressure are Ok.

BGFA-1018720 2-3 ABOVE 120 C

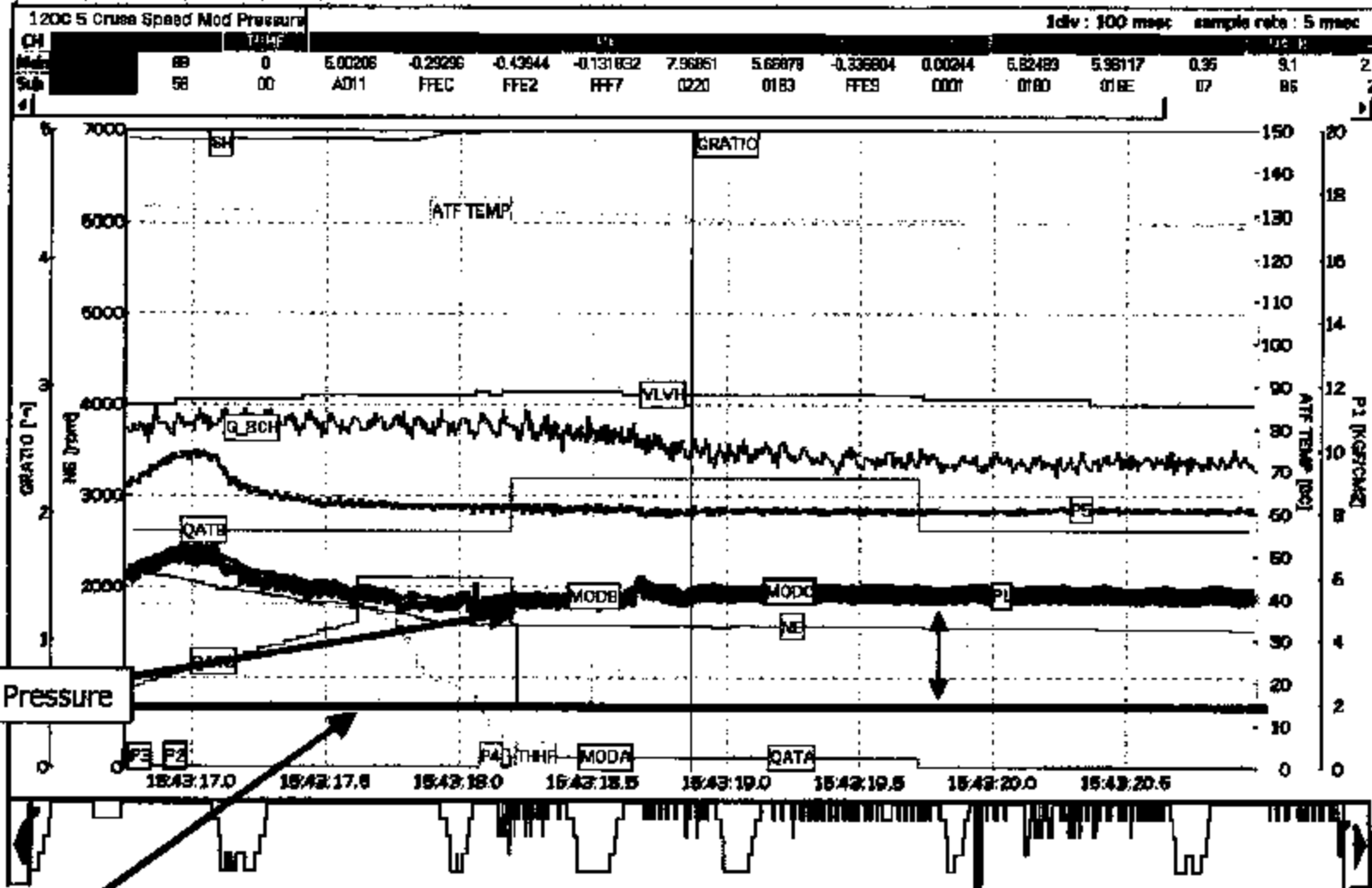


CONCLUSION:

During 2-3 Up Shift major slipping occurred on 3rd Clutch. After inability to engage 3rd completely 4th clutch was engaged.

BGFA-1018720 1-2 ABOVE 120 C

+ 120 °C



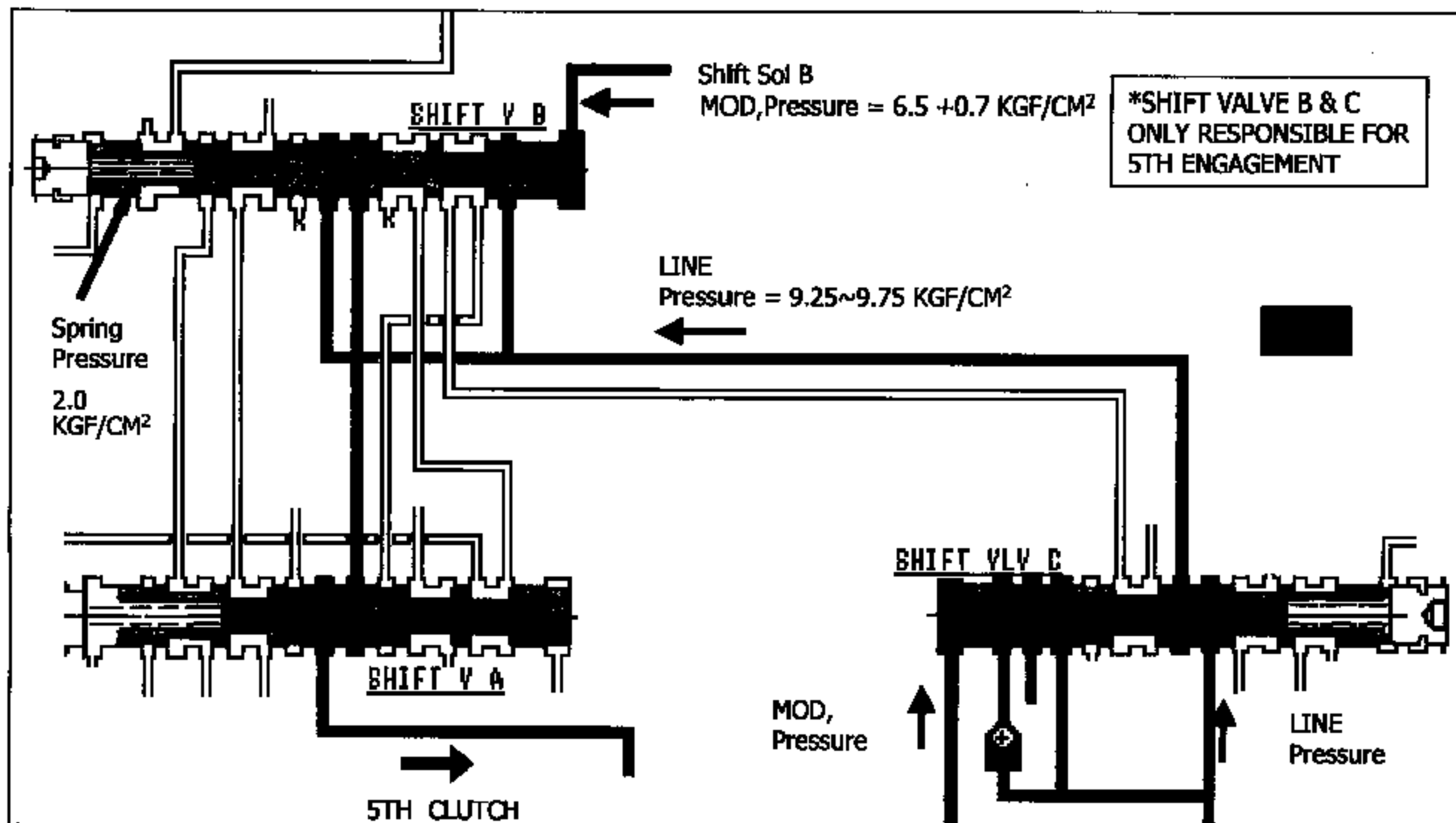
CONCLUSION:

Sudden down shift didn't happen.

Modulator pressure did not fall below (2 KGF/Cm²). So sudden down shift is not a possibility on this transmission.

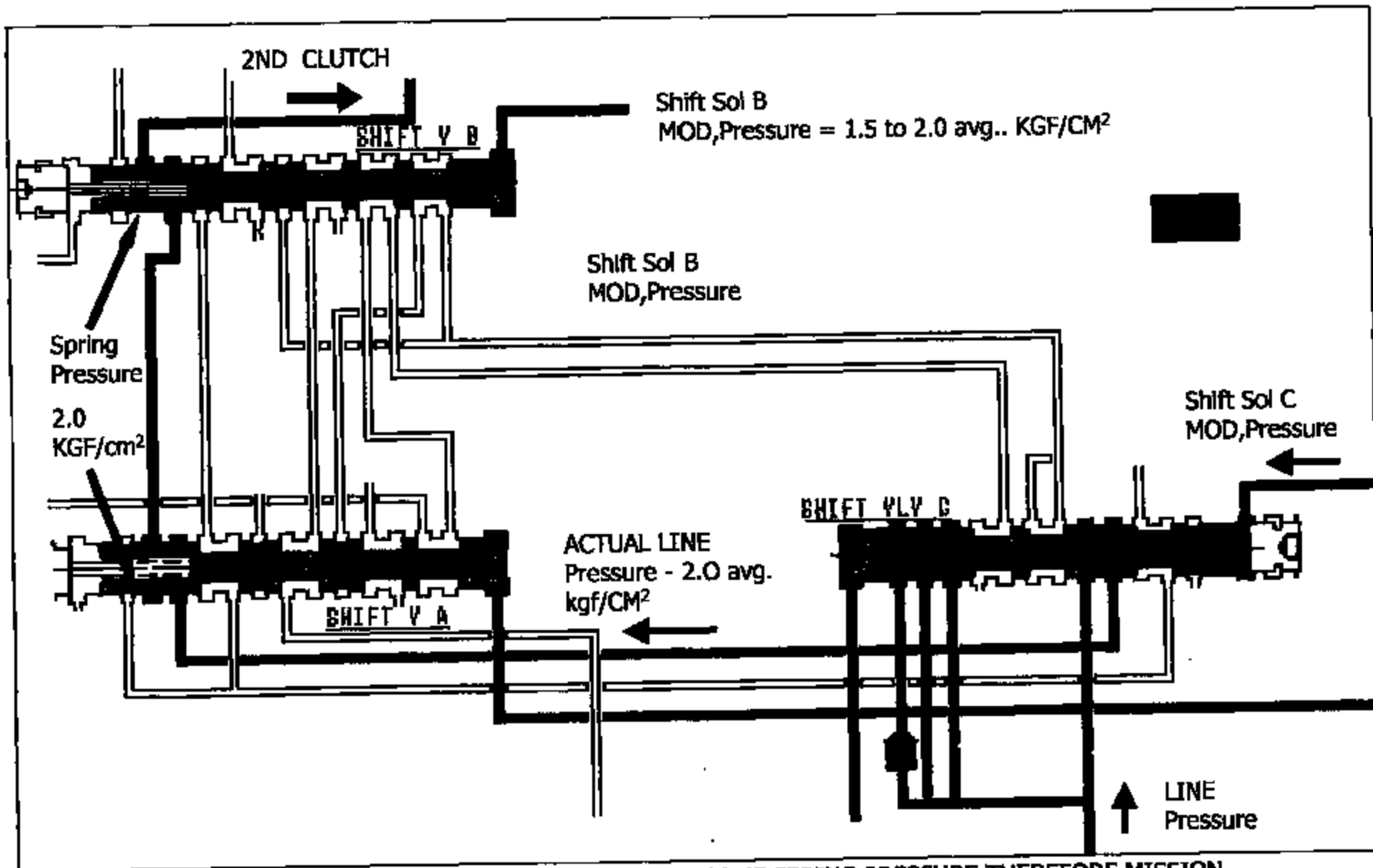
Modulator pressure was below normal but able to overcome spring pressure.

5 TH CLUTCH ENGAGEMENT HYDRAULIC CIRCUIT (NORMAL PRESSURE)



NORMAL MOD. PRESSURE IS ABLE TO OVERCOME SPRING PRESSURE WHICH PERMITS 5TH GEAR ENGAGEMENT AND HOLD ABOVE 45MPH.

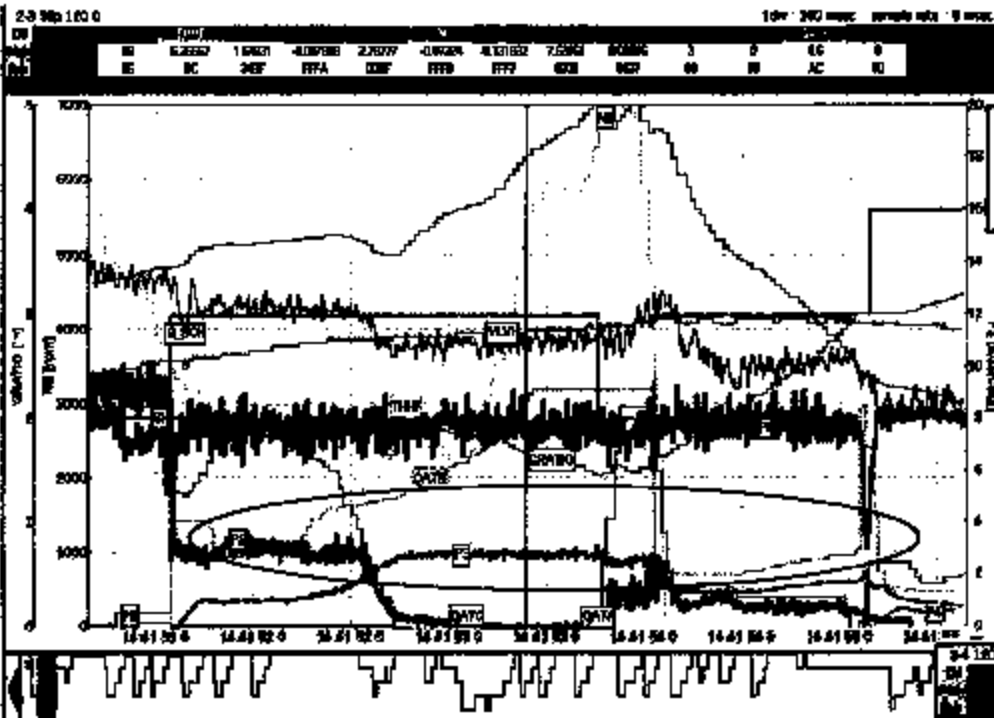
2ND CLUTCH ENGAGEMENT HYD. CIRCUIT (ABNORMAL PRESSURE AT SUDDEN DOWNSHIFT)



LOW MOD. PRESSURE IS UNABLE TO OVERCOME SPRING PRESSURE THEREFORE MISSION ENGAGES SECOND GEAR. THROTTLE OFF WILL DROP MOD. PRESSURE BELOW SPRING PRESSURE DUE TO CLOGGED FILTER SCREEN.

BGFA-1018818 Sudden Down Shift Investigation
Mission above 120 °

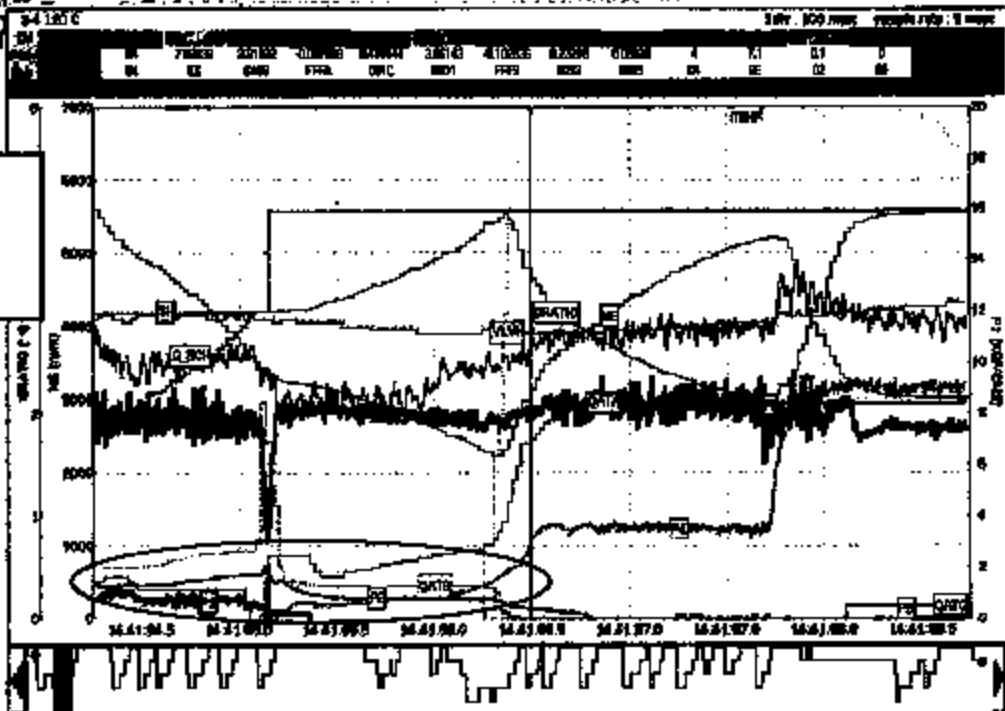
BGFA-1018818, High Temperature Mode



CONCLUSION:
Major slipping was noticed on 2-3 Up Shift.

CONCLUSION:
Major slipping was noticed on 2-3 Up Shift.

BGFA-1018818, High Temperature Mode



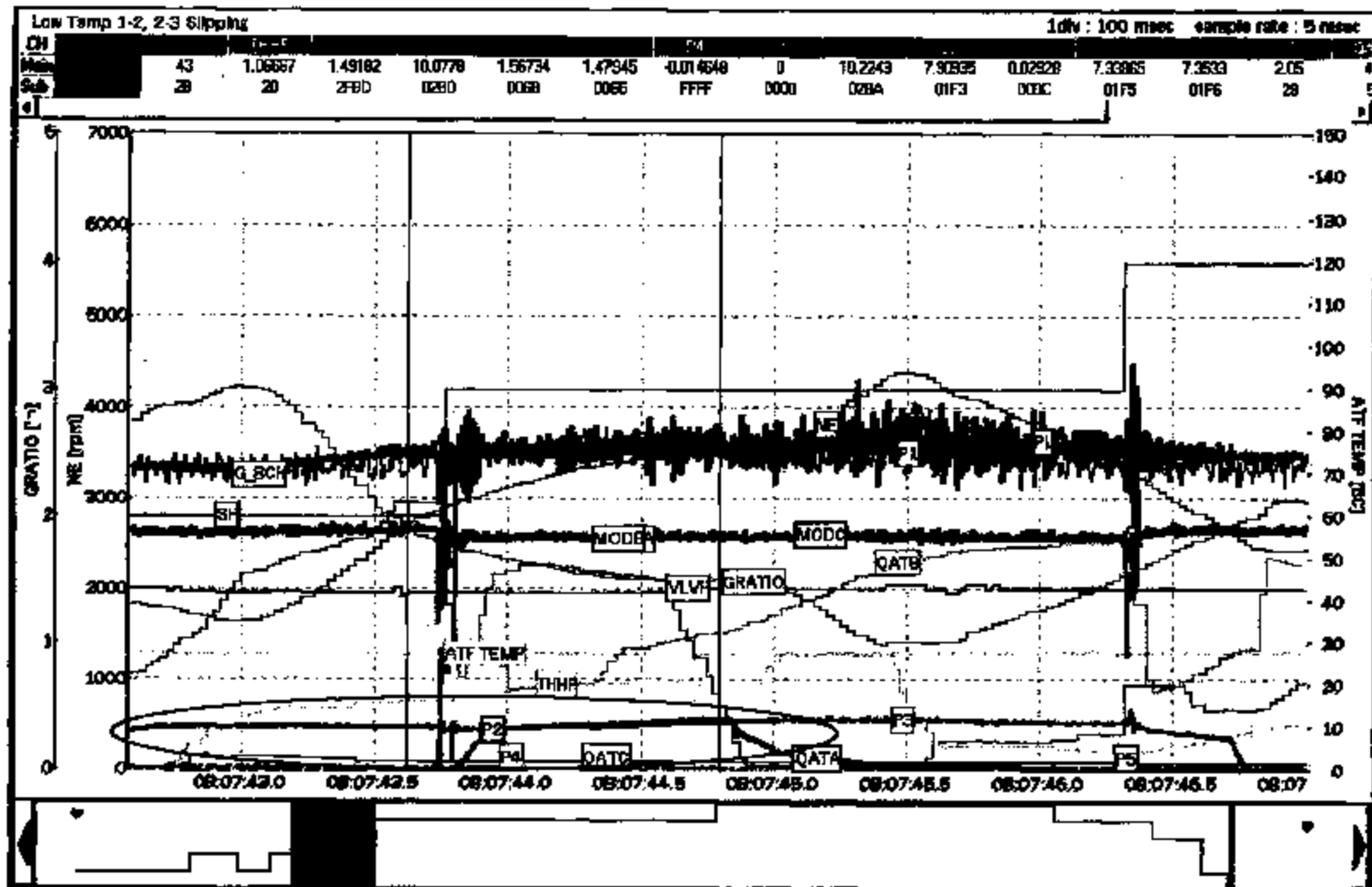
CONCLUSION:
No engagement in 3rd, resulted in a direct engagement to 4th.

CONCLUSION:
No engagement in 3rd, resulted in a direct engagement to 4th.

Low clutch pressure is due to screen clogging, causing decrease in supply pressure from pressure sharing to other clutches.

**BGFA-1018818 Sudden Down Shift Investigation
Low Temperature Mode**

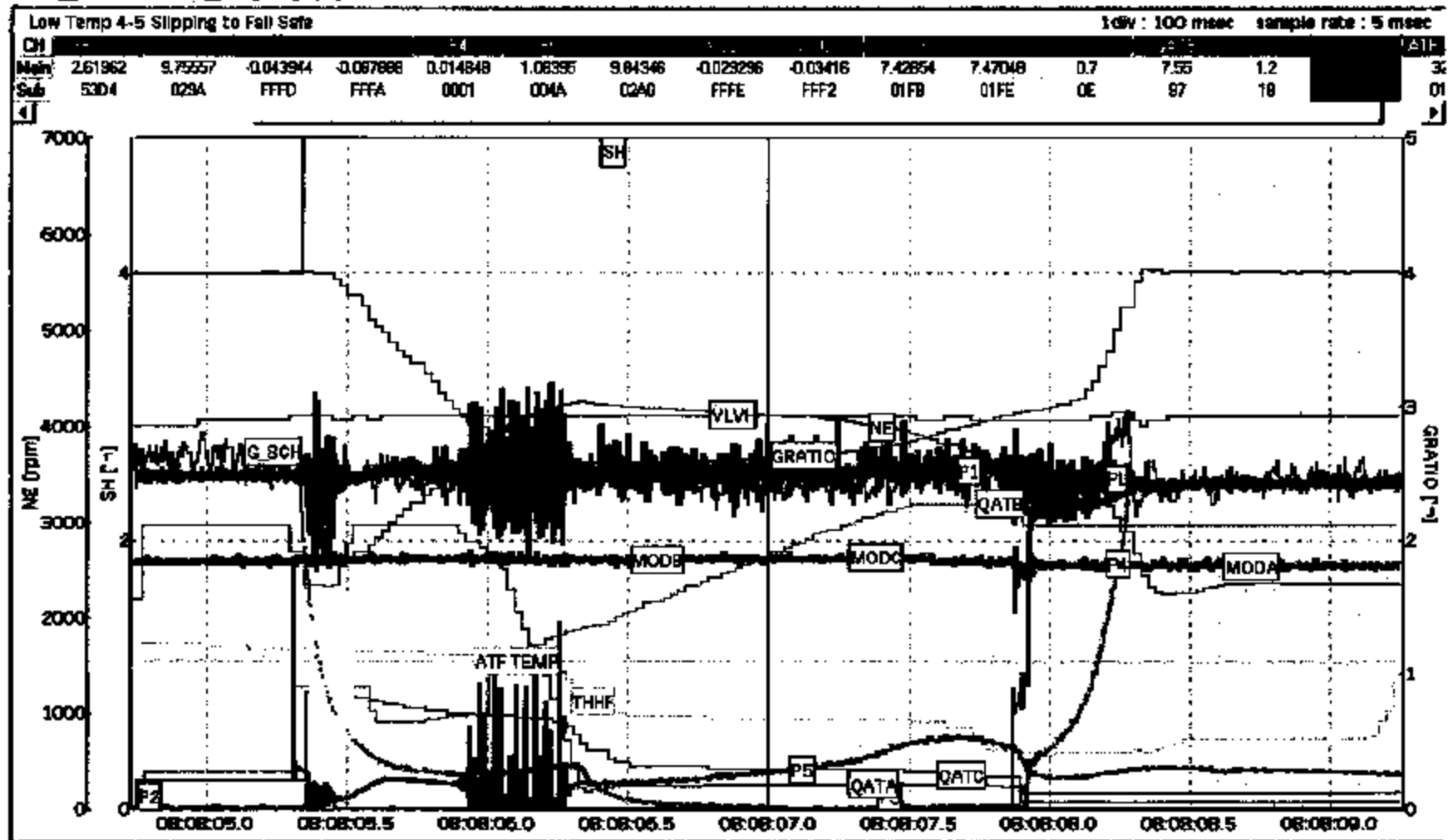
BGFA-1018818, Low Temperature Mode



CONCLUSION:

Major slipping occurred in 2-3 up shift on both 2nd and 3rd clutches.

BGFA-1018818, Low Temperature Mode

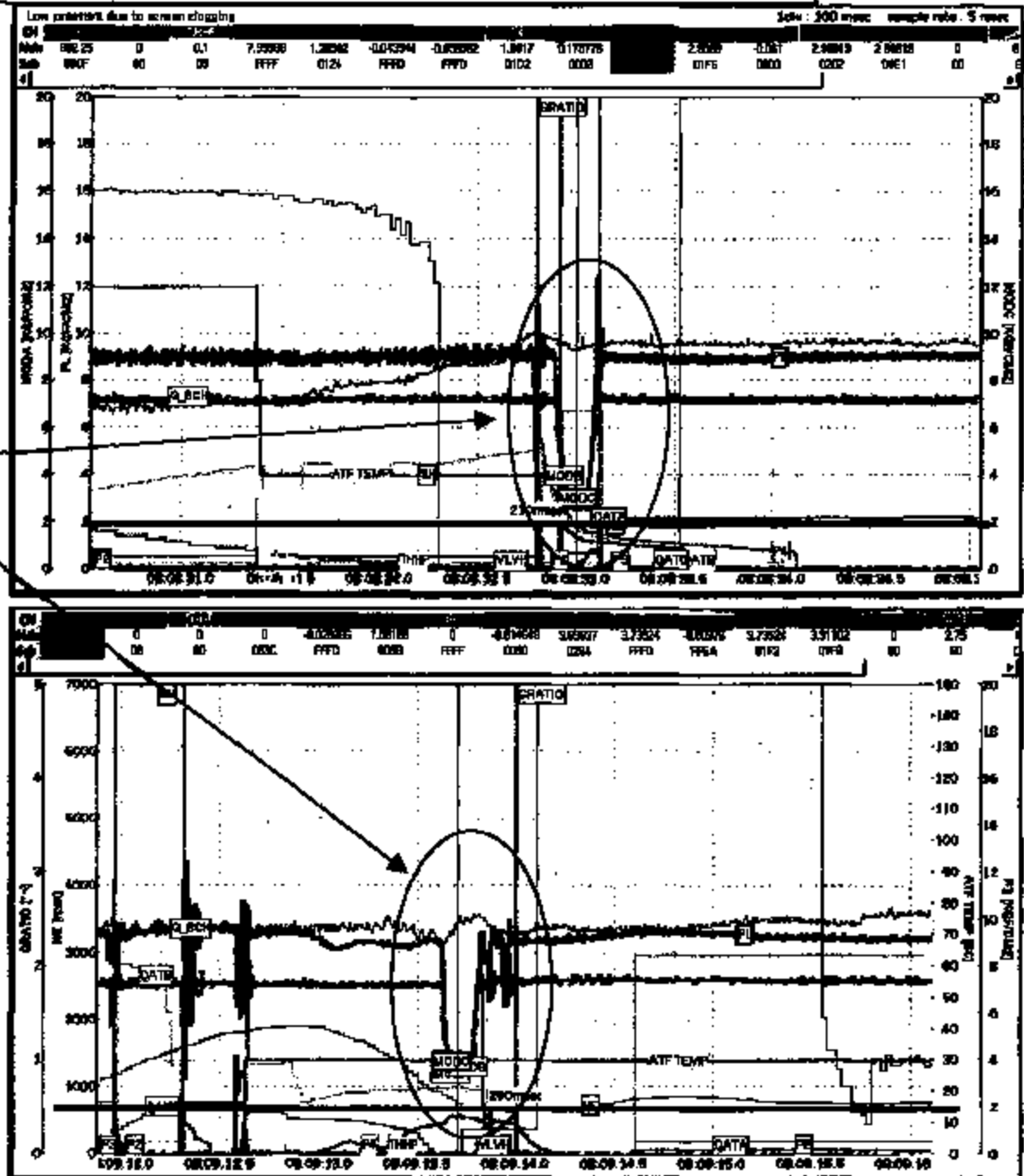


Conclusion:

During 4-5 shift major slipping occurred. ECU records shift time and G ratio, if abnormal shift time occurs and gear is not detected mission will shift to fail safe mode.

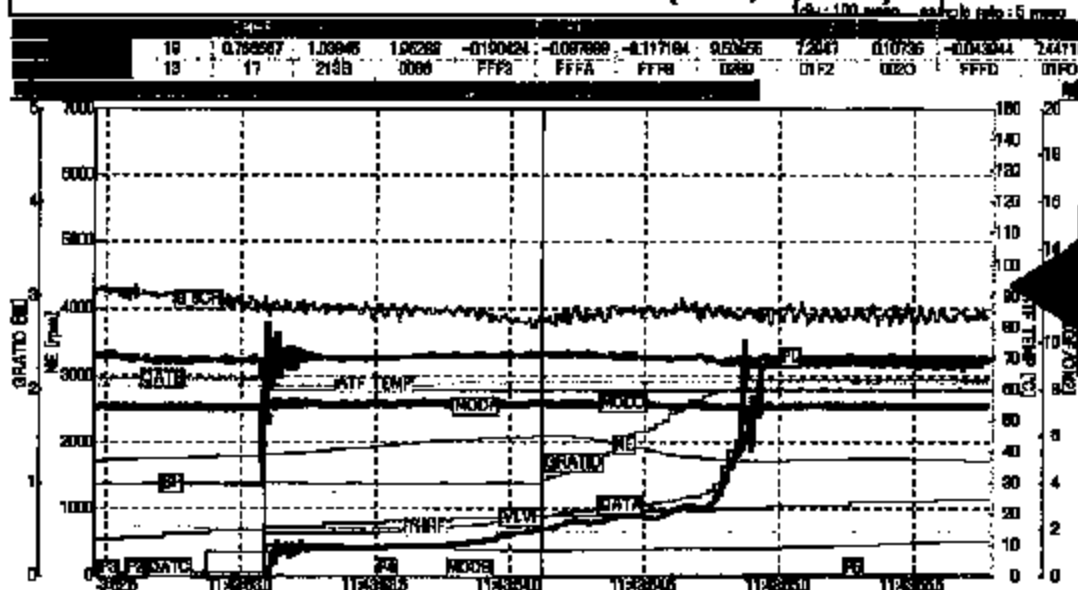
BGFA-1018818, Low Temperature Mode

Drop in total mission pressure due to screen clogging. Sudden Down shift didn't occur because Mod pressure was still above 2Kgf/Cm².



**B7WA-8014113 Sudden Down Shift Investigation
Low Temperature Mode**

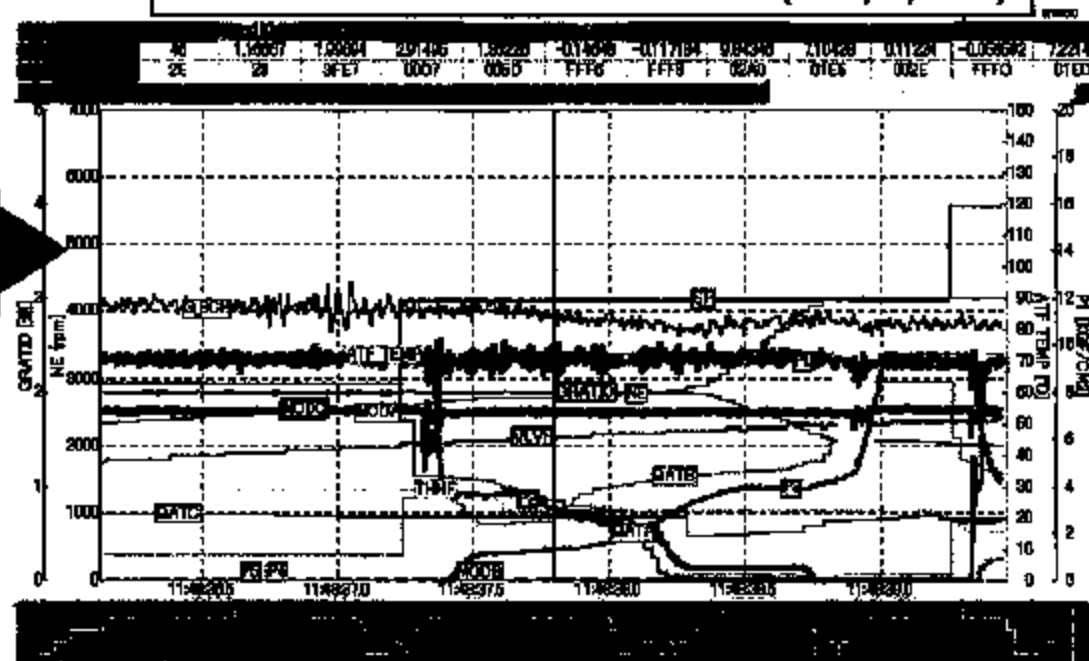
B7WA-8014113 1-2 Shift Cold Condition (TH1/8 , 64C)



CONCLUSION:

Line Pressure, 1st Clutch and 2nd Clutch Pressure are Ok.

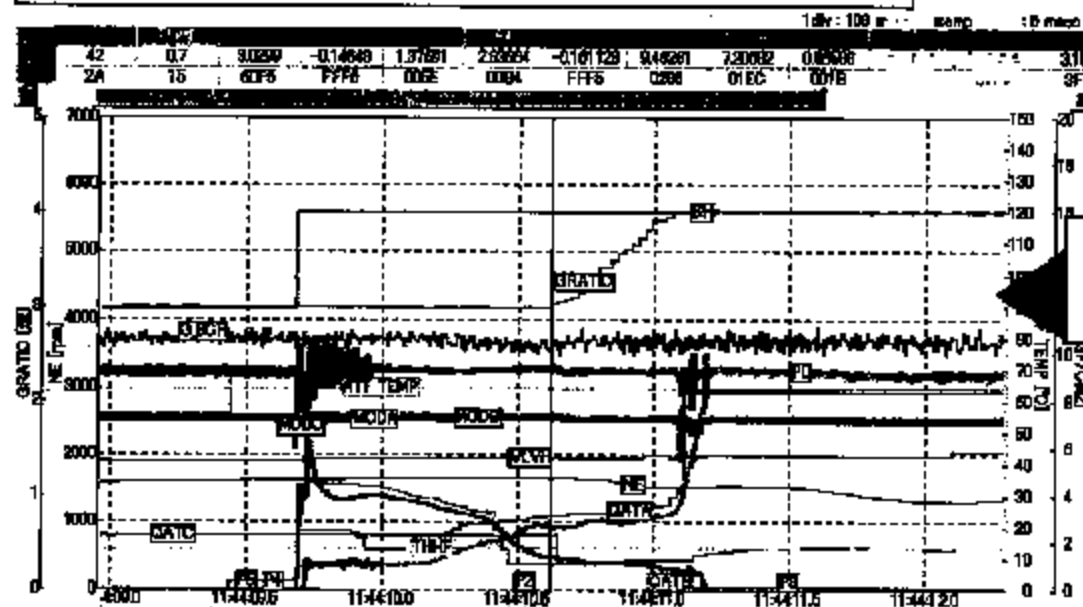
B7WA-8014113 2-3 Shift Cold Condition (TH1/8 , 72C)



CONCLUSION:

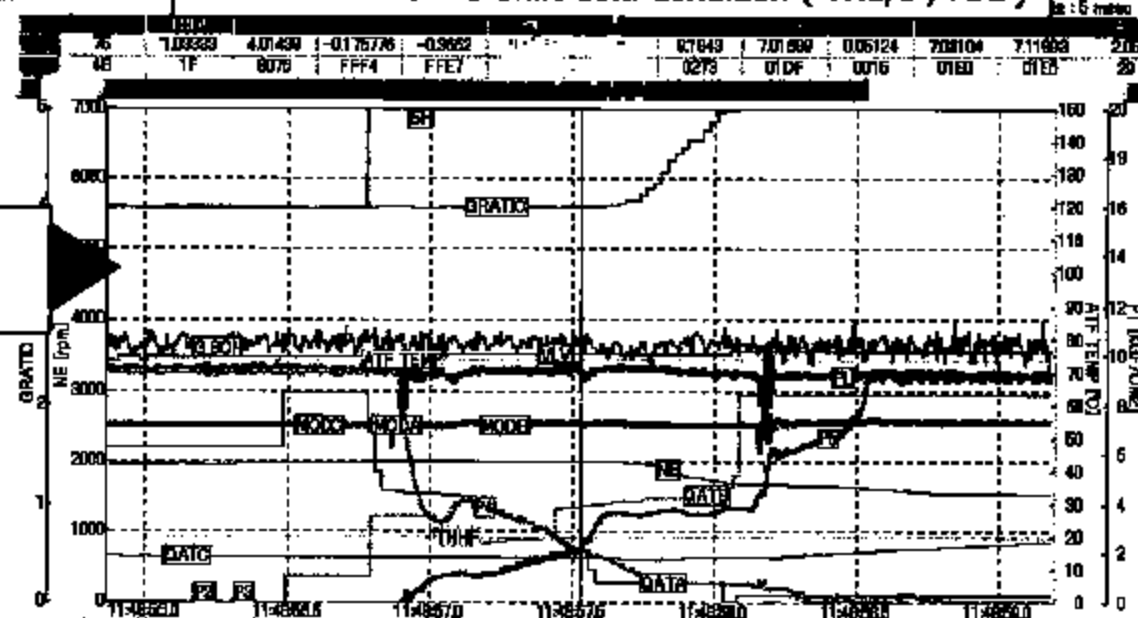
2-3shift OK. Pressure OK.

B7WA-8014113 3-4 Shift Cold Condition (TH1/8 , 64C)



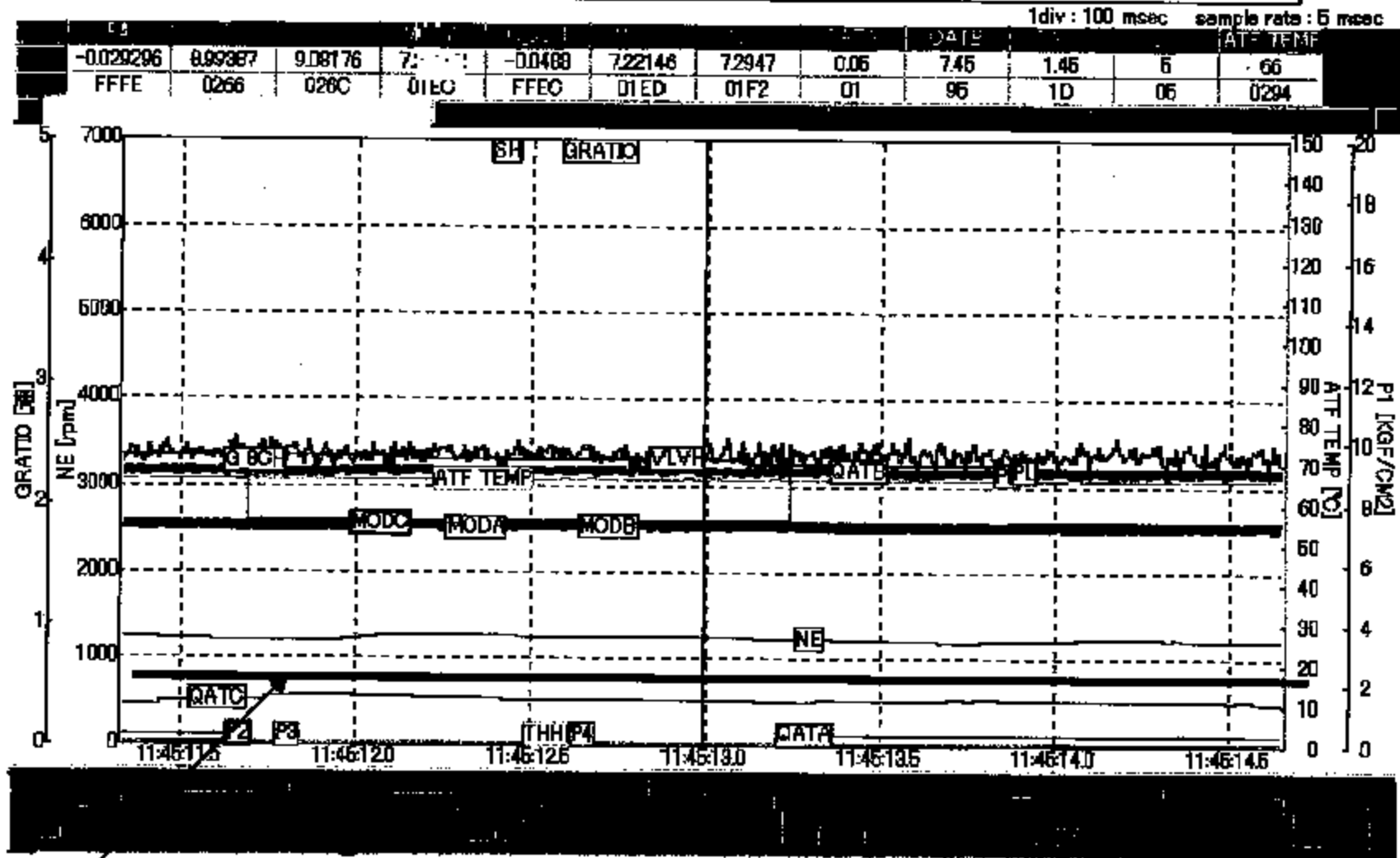
CONCLUSION:
3-4shift OK. Pressure OK.

B7WA-8014113 4-5 Shift Cold Condition (TH1/8 , 73C)



CONCLUSION:
4-5shift OK. Pressure OK.

B7WA-8014113 5th cruise Cold Condition (TH off , 66C)



MOD Pressure Failure Point; Where mod pressure is overcome by shift valve C spring pressure.

CONCLUSION:

Sudden down shift didn't happen.
Modulator pressure did not fall below (2 KGF/Cm²). So sudden down shift is not a possibility on this transmission.
Modulator pressure was below normal but able to overcome spring pressure.

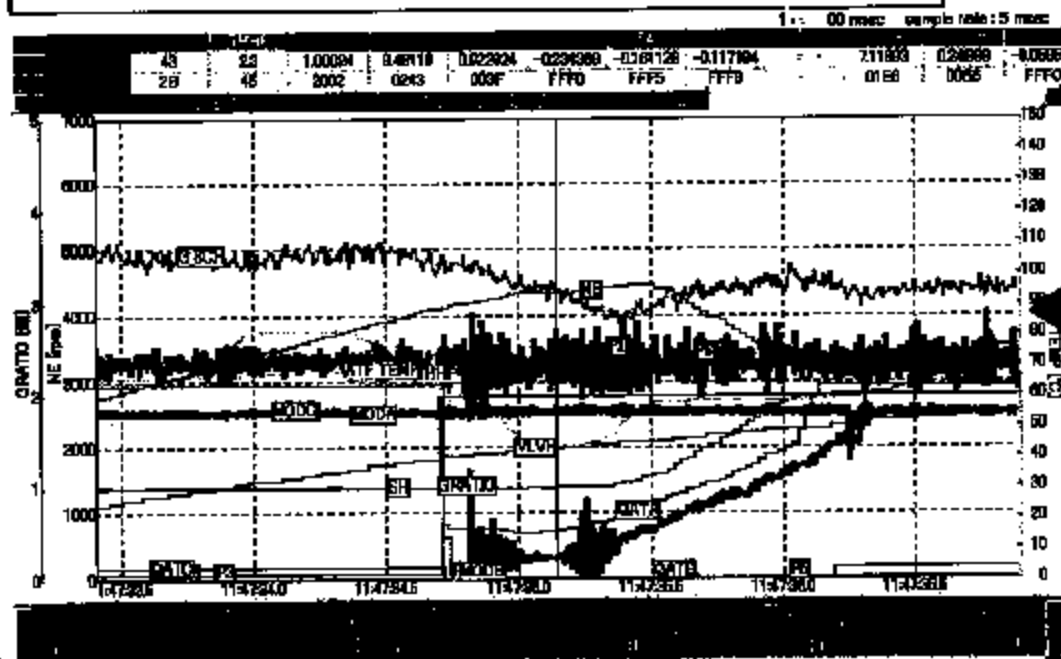
CONCLUSION:

Sudden down shift didn't happen.
Modulator pressure did not fall below (2 KGF/Cm²). So sudden down shift is not a possibility on this transmission.
Modulator pressure was below normal but able to overcome spring pressure.

CONCLUSION:

Sudden down shift didn't happen.
Modulator pressure did not fall below (2 KGF/Cm²). So sudden down shift is not a possibility on this transmission.
Modulator pressure was below normal but able to overcome spring pressure.

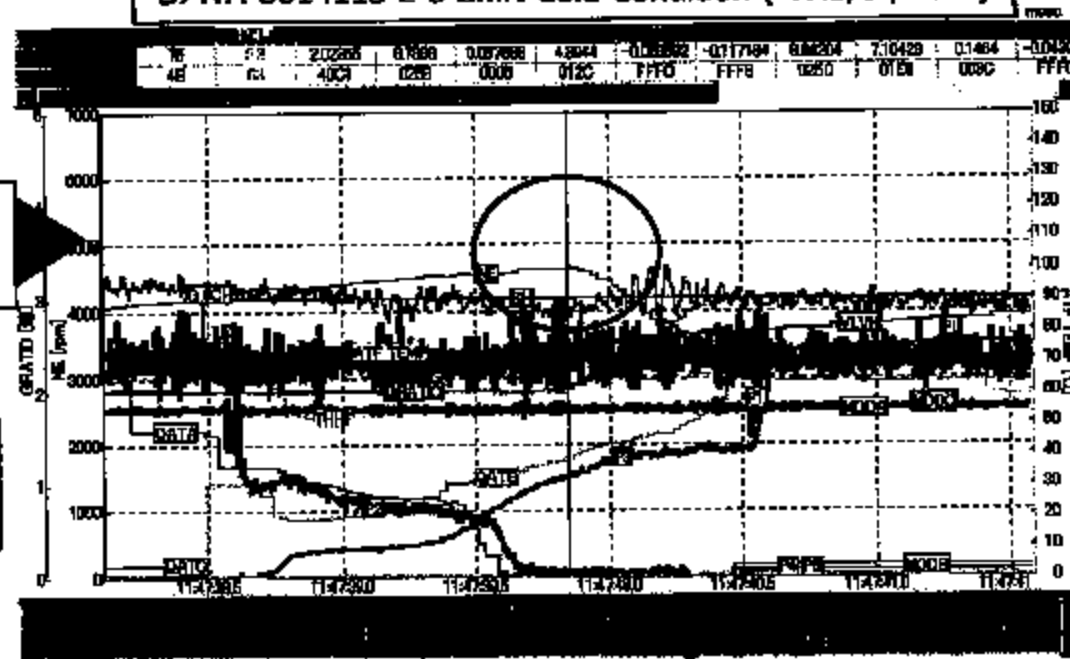
B7WA-8014113 1-2 Shift Cold Condition (TH3/8 , 70C)



CONCLUSION:

Line Pressure, 1st Clutch and 2nd Clutch Pressure are Ok. (The cause vibrated line pressure is guessed noise.)

B7WA-8014113 2-3 Shift Cold Condition (TH3/8 , 73C)

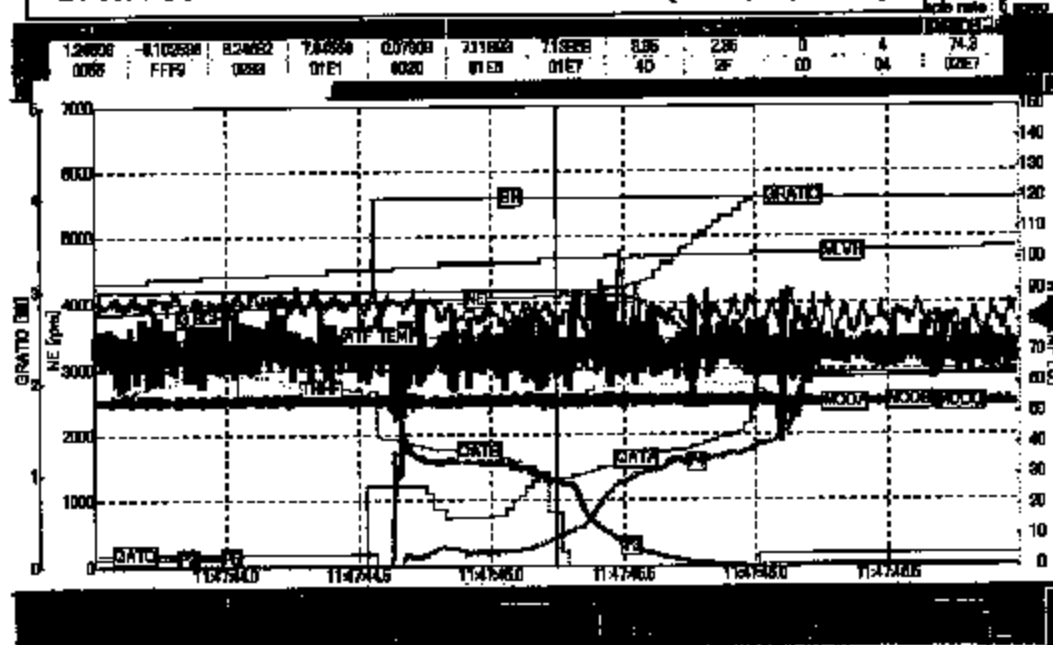


CONCLUSION:

Slipping found in 3rd Gear on 2-3 up shift.

2-3 shift slipping occurred . But it is possible to shift .

B7WA-8014113 3-4 Shift Cold Condition (TH3/8 , 73C)



CONCLUSION:

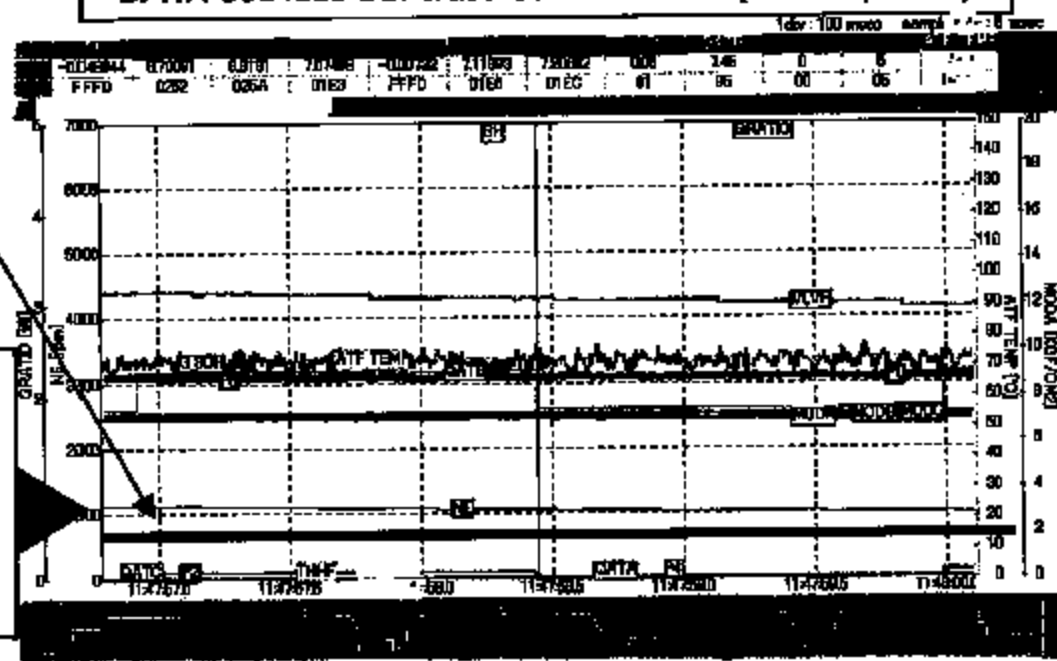
3-4shift OK. Pressure OK.

MOD Pressure Failure Point;
Where mod pressure is
overcome by shift valve C spring
pressure.

CONCLUSION:

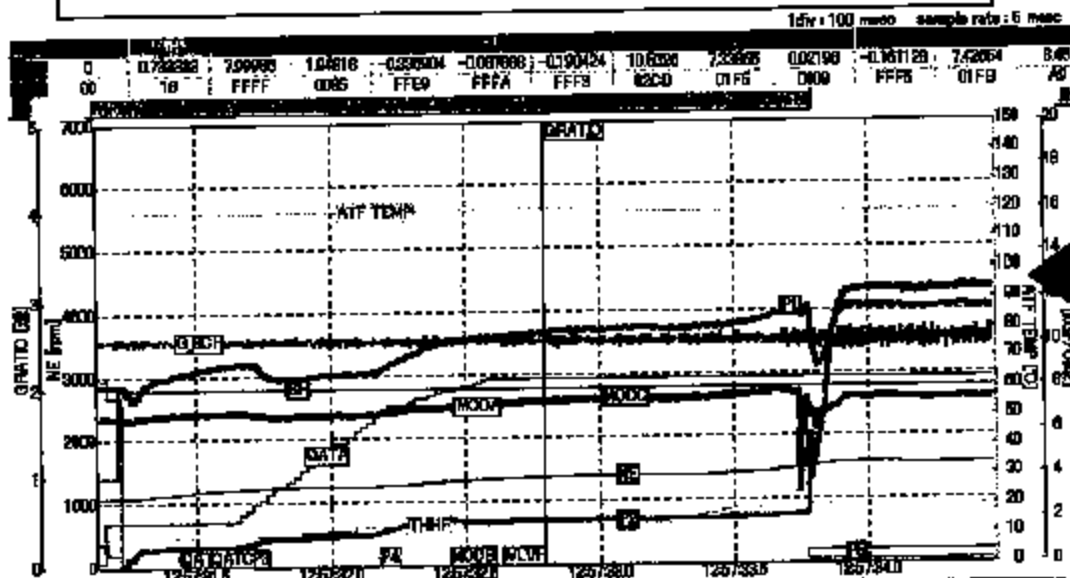
Sudden down shift didn't happen.
Modulator pressure did not fall below (2 KGF/Cm²).
So sudden down shift is not a possibility on this
transmission. Modulator pressure was below
normal but able to overcome spring pressure.

B7WA-8014113 5th cruise Cold Condition (TH off , 72C)



**B7WA-8014113 Sudden Down Shift Investigation
120C Mode**

B7WA-8014113 1-2 Shift HOT Condition (112C)



CONCLUSION:

2nd clutch slipped for long time.

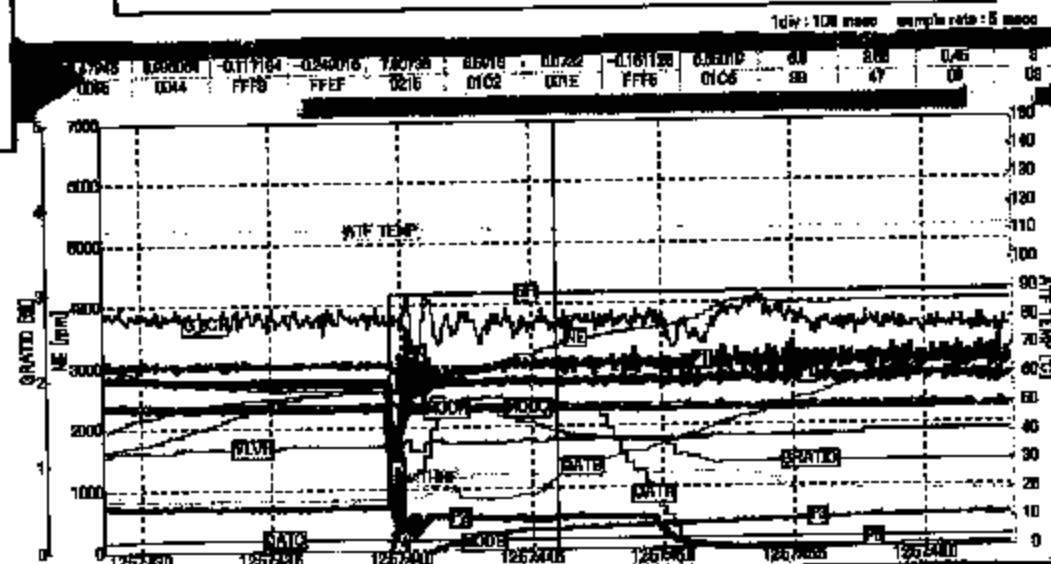
CONCLUSION:

Major slipping was noticed on 2-3 Up Shift.
2nd,3rd clutch pressure didn't increase.

It is impossible to shift normally. Mission entered fail safe mode soon after slipping.

Low clutch pressure is due to screen clogging, causing decrease in supply pressure from pressure sharing to other clutches.

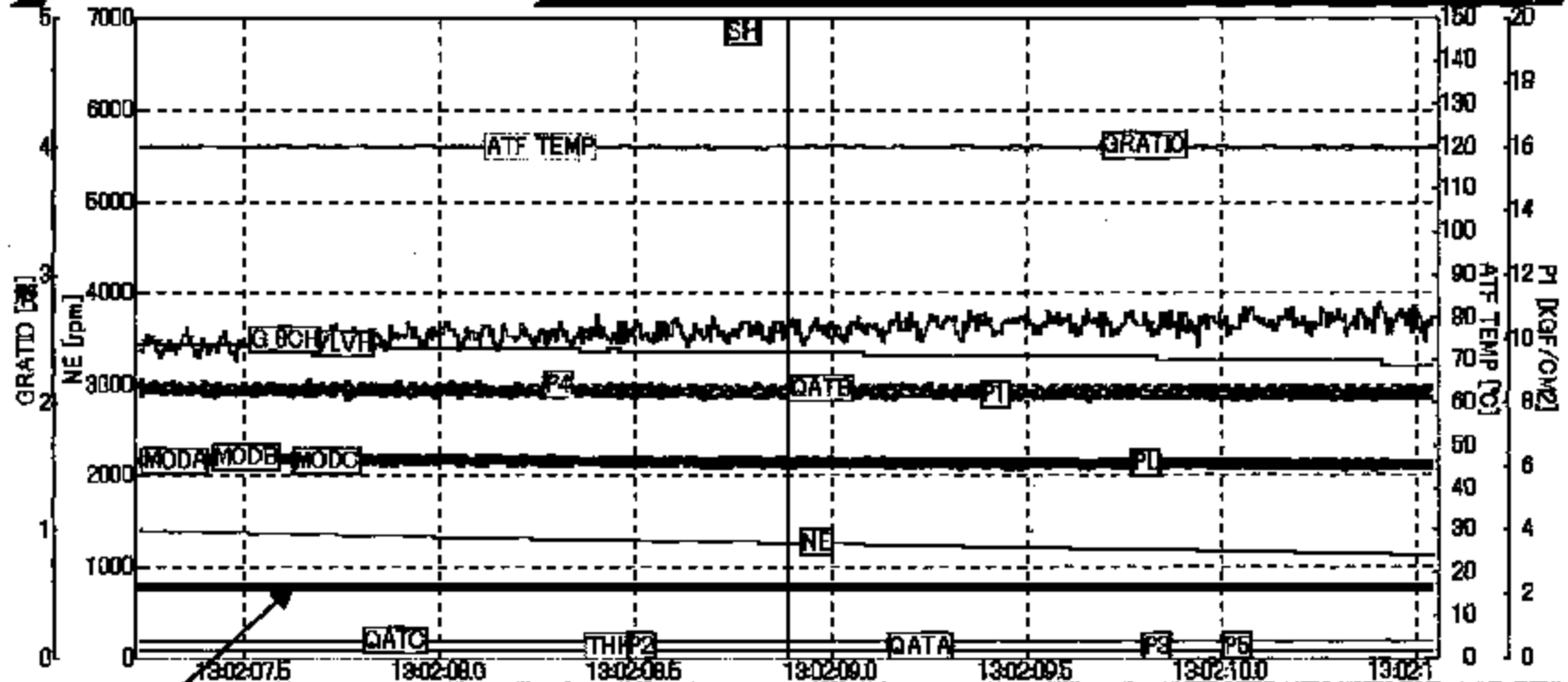
B7WA-8014113 2-3 Shift HOT Condition (120C)



B7WA-8014113 fail mode(4TH) HOT Condition (112C)

1div : 100 msec sample rate : 5 msec

PA	PA	PA	PA	PA	PA	PA	PA	PA	PA	PA	PA
8.4226	-0.21972	6.16681	6.07892	0.04148	6.1961	5.99103	0.2	8.45	0.5	6	120
023F	FFF1	01A5	019F	0011	01A7	0199	04	A9	0A	05	04B0



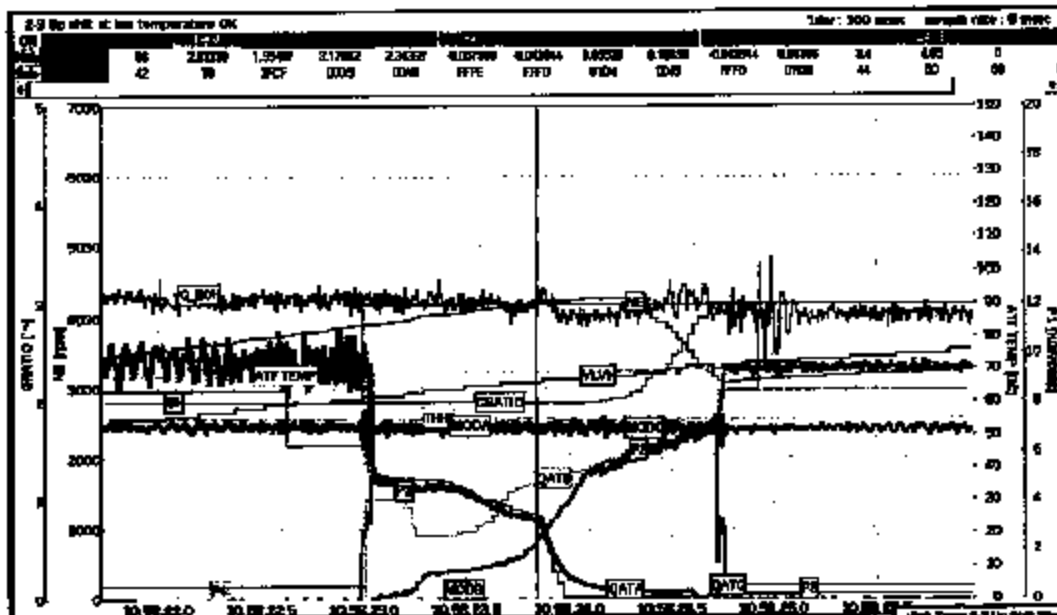
MOD Pressure Failure Point;
Where mod pressure is overcome by shift valve C spring pressure.

CONCLUSION:

Sudden down shift didn't happen.
Modulator pressure did not fall below (2 KGF/Cm²).
So sudden down shift is not a possibility on this transmission. Modulator pressure was below normal but able to overcome spring pressure.

B7WA-8025514 Sudden Down Shift Investigation

B7WA-8025514 Slipping found on 2-3 up shift at temp ~120 ° C

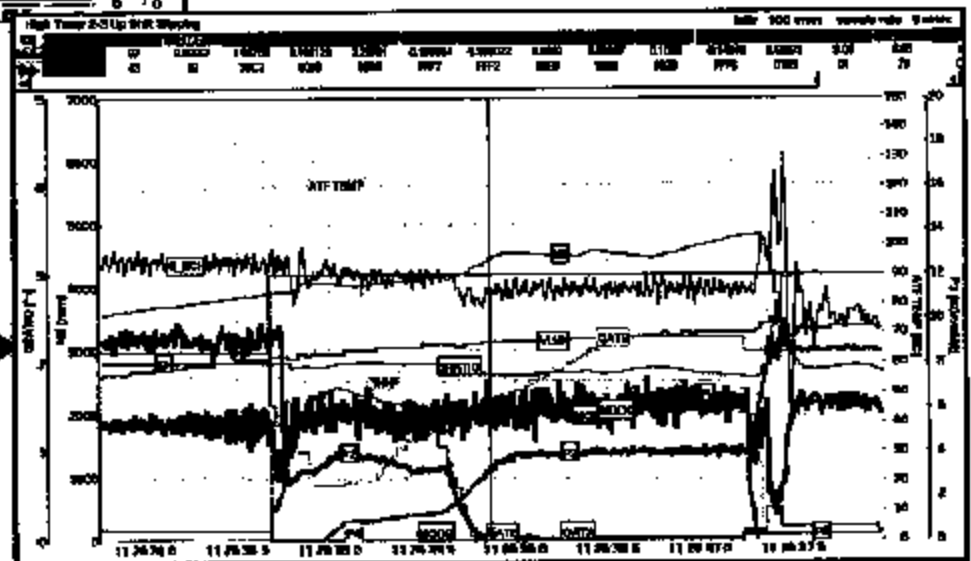


CONCLUSION:
2-3 shift ok at low temperature

CONCLUSION:

Major slipping was noticed on 2-3 Up Shift.
2nd,3rd clutch pressure didn't increase.

Line pressure and Modulator pressure
decreased due to screen clog.



CONCLUSION:

Slipping was found in 2-3 up shift. Unable to recreate sudden down shift contention. Low line pressure and modulator pressure due to screen clogging. (Line pressure is taken after screen)

CONFIRMED SUDDEN DOWN SHIFT AT 56 MPH

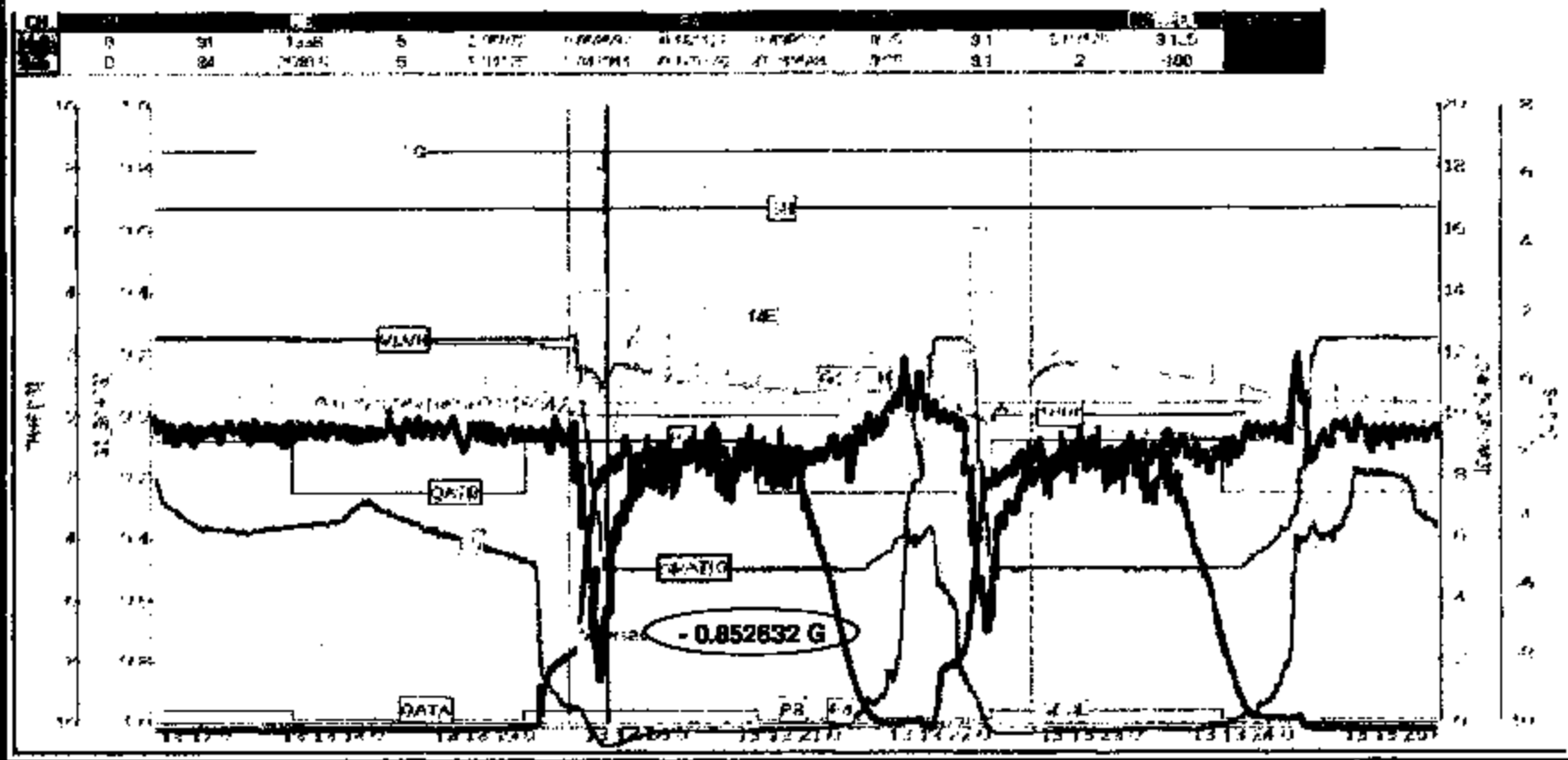
1.) What is the Problem? - **Failure Mode.**

Duplication Test Result Throttle off, coast in 5th Gear

01m TL VIN-19UUA5671A025692 (Mr. Haga's car)

Mission # B7WA-8027653

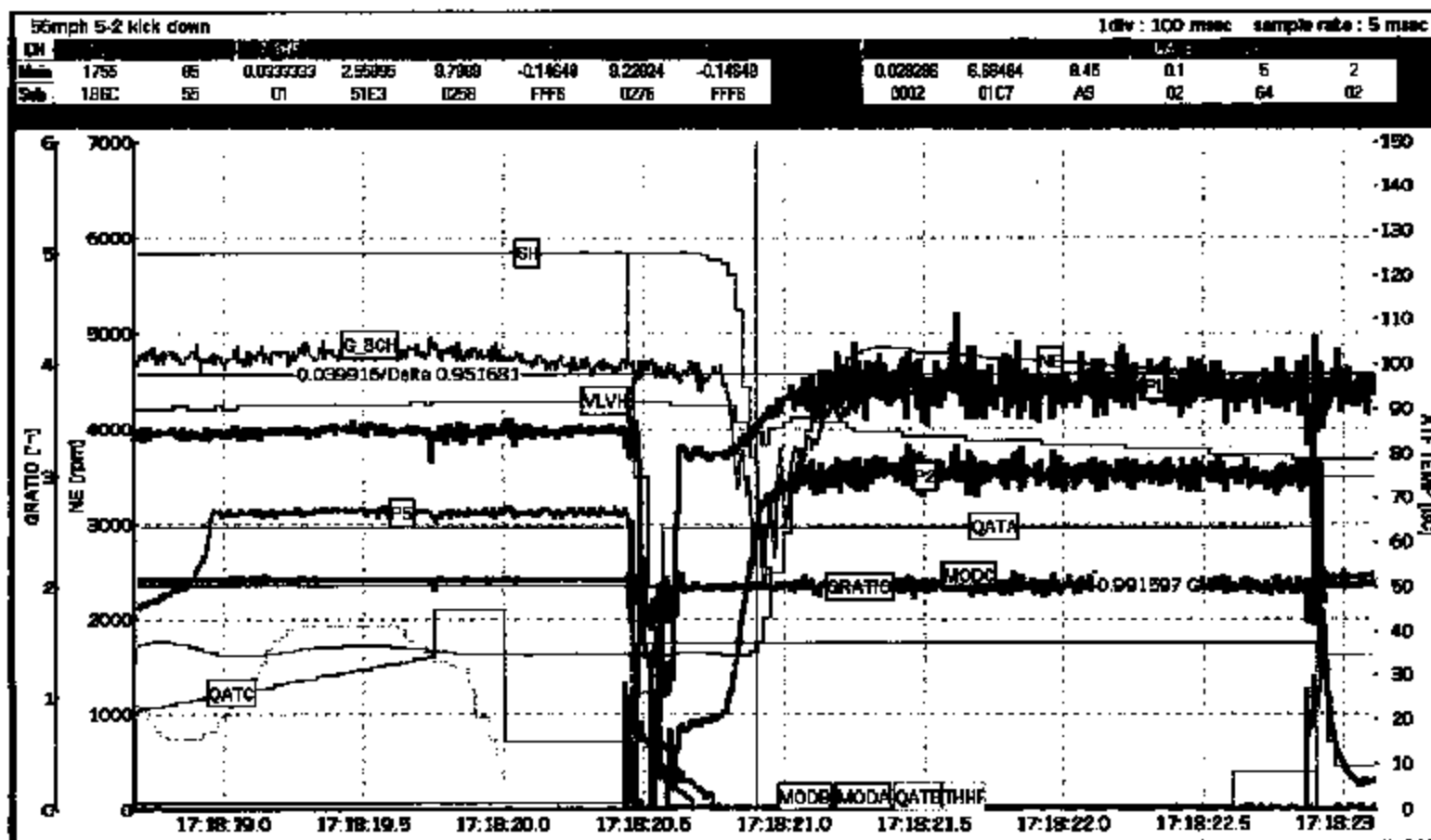
32,595 miles



CONCLUSION:

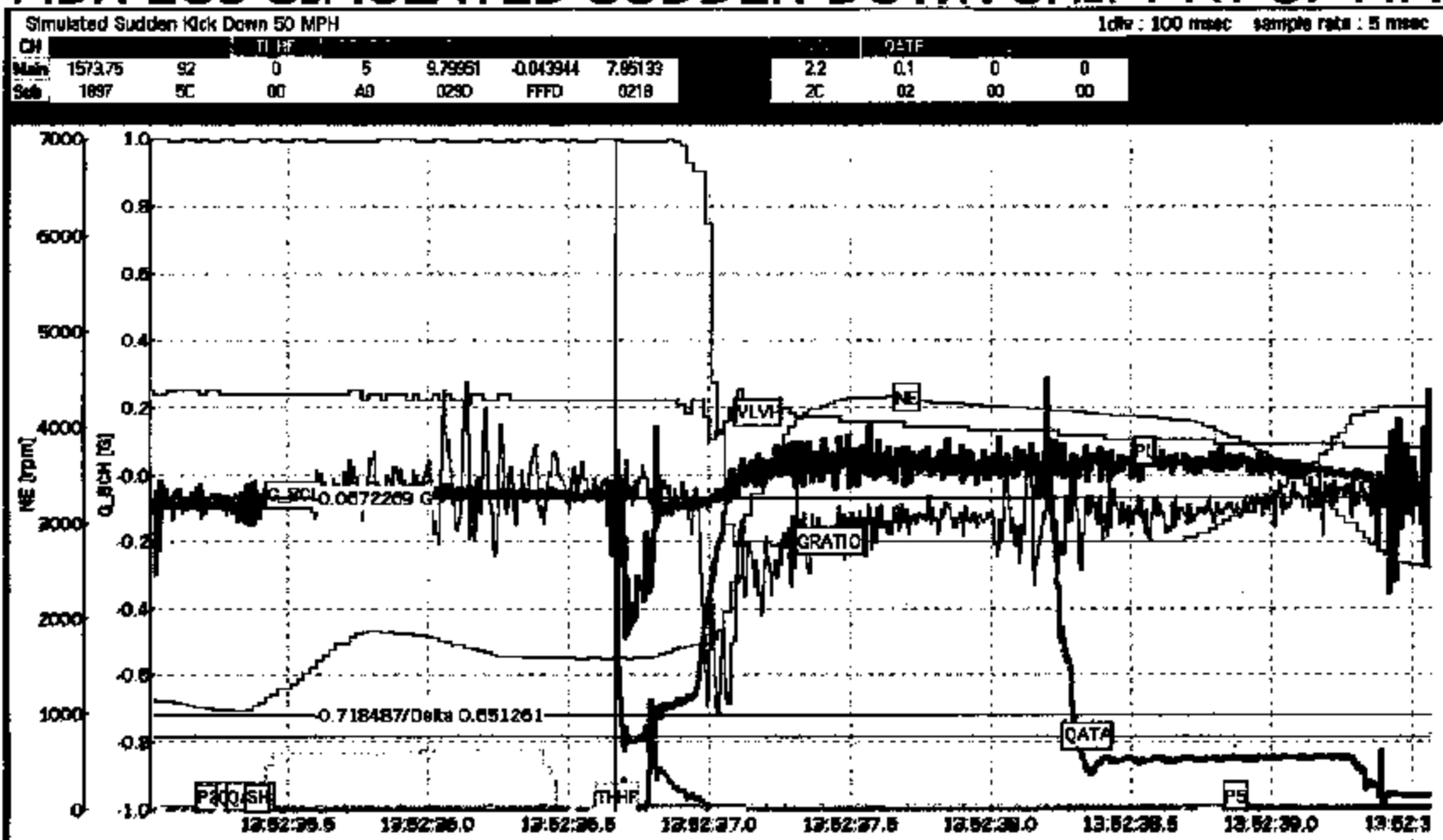
Confirmed Sudden Down Shift Mission at 56 MPH, G Force at -.85 G.

TL ECU SIMULATED SUDDEN DOWN SHIFT AT 56 MPH



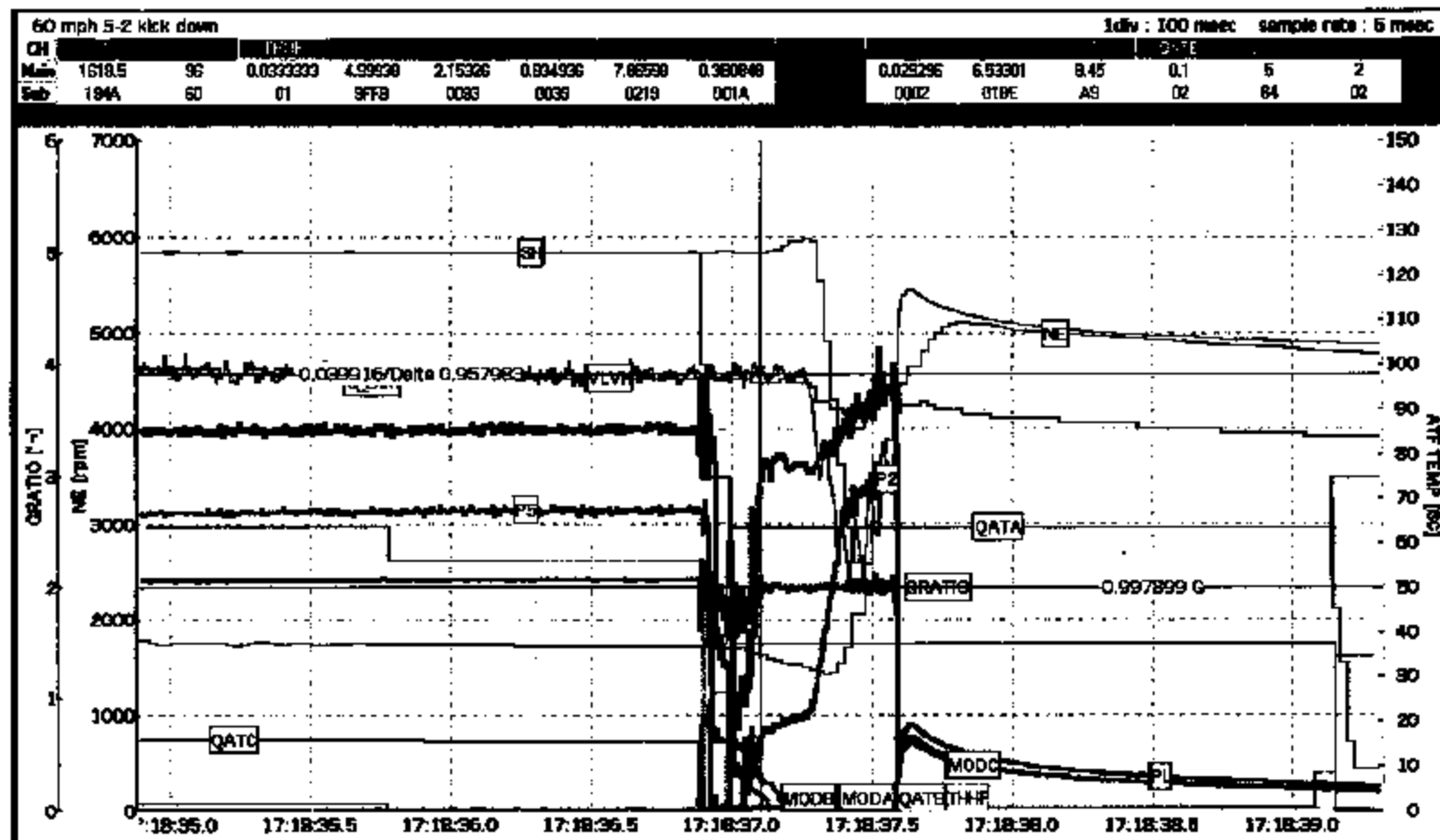
CONCLUSION:
G Force at 56 mph is -.95 G

MDX ECU SIMULATED SUDDEN DOWN SHIFT AT 57 MPH



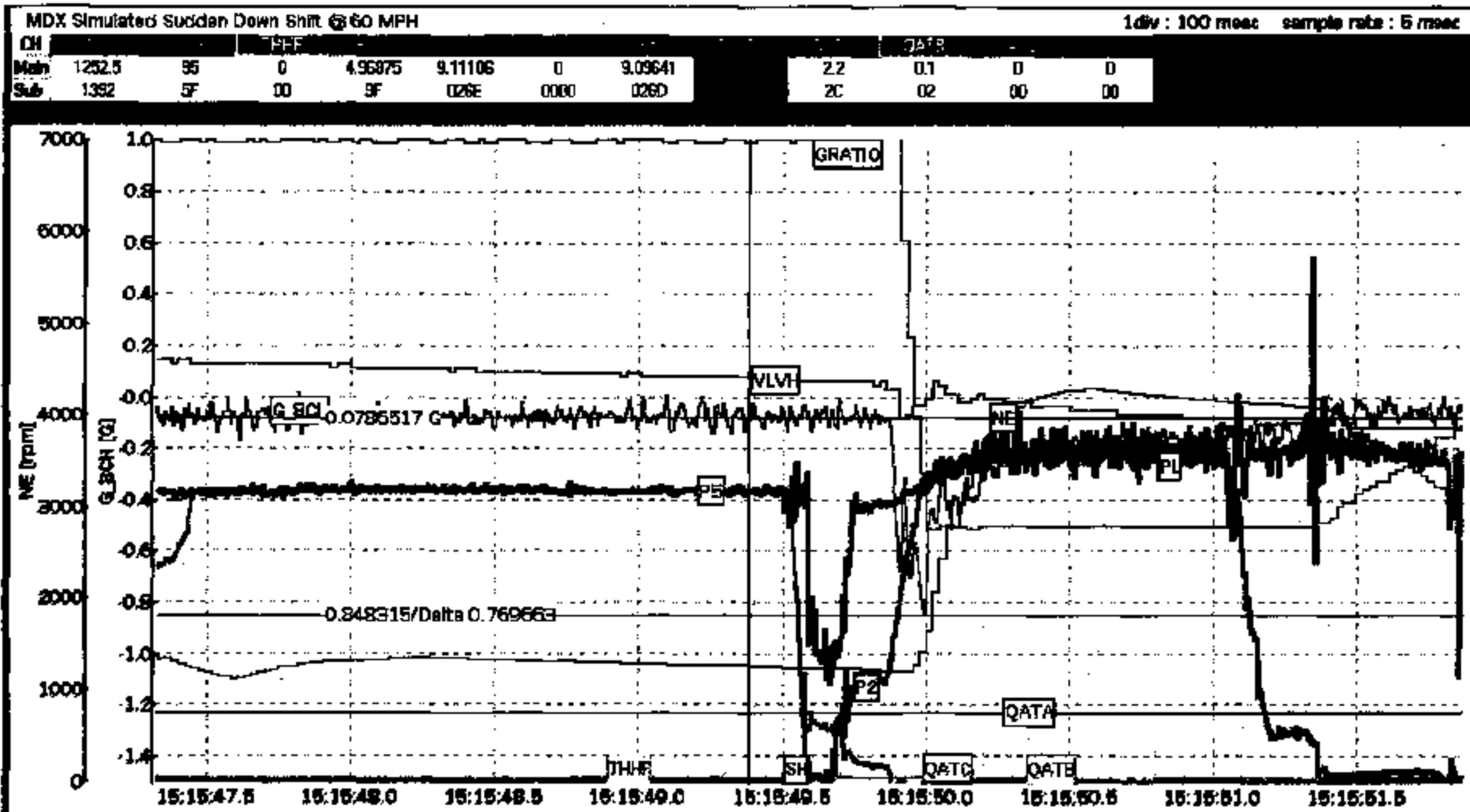
CONCLUSION:
G Force at 56 mph is -.65 G

TL ECU SIMULATED SUDDEN DOWN SHIFT AT 60 MPH



CONCLUSION:
G Force at 60 mph is -.96 G

MDX ECU SIMULATED SUDDEN DOWN SHIFT AT 60 MPH



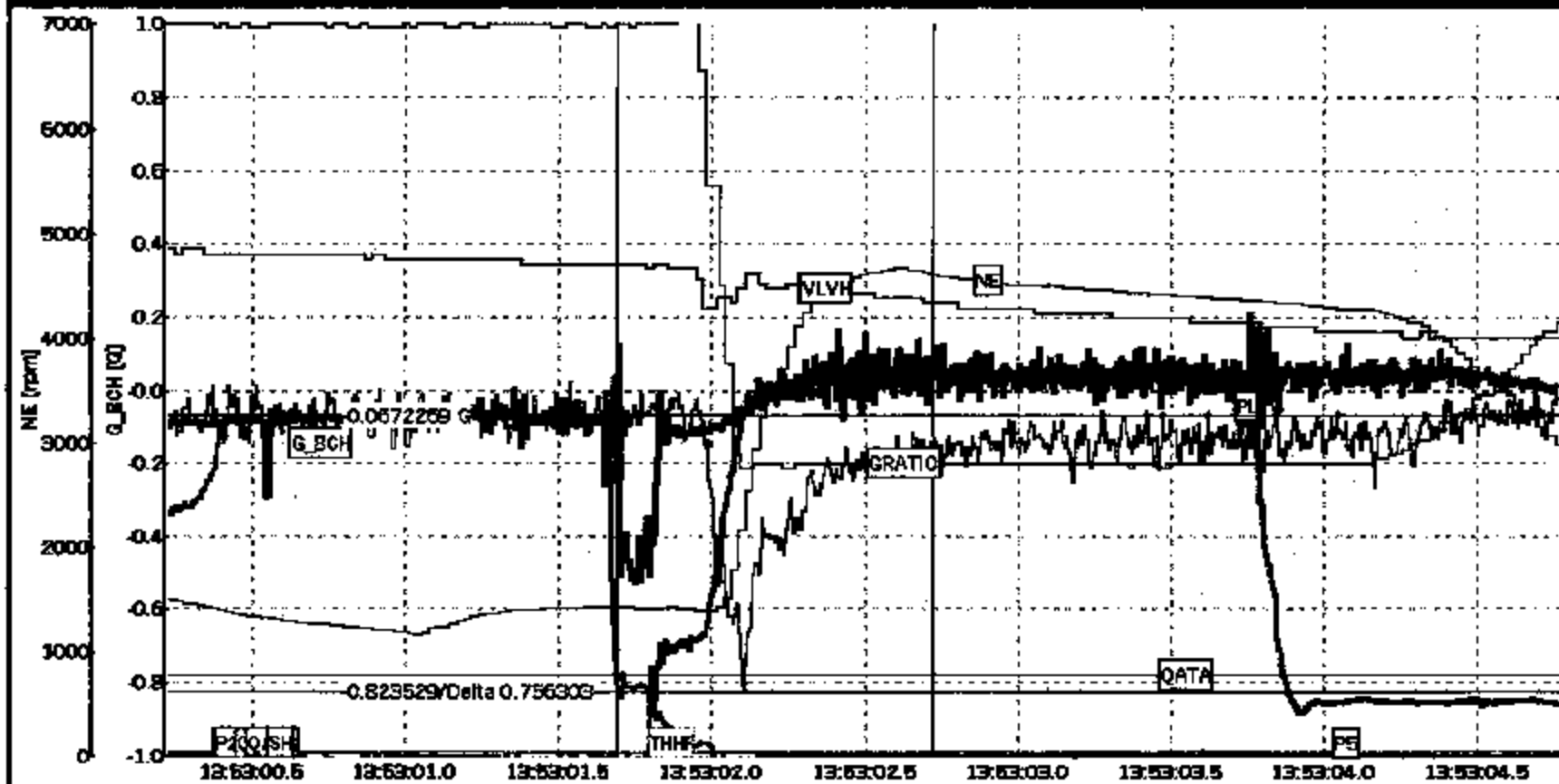
CONCLUSION:
G Force at 60 mph is -.77 G

MDX ECU SIMULATED SUDDEN DOWN SHIFT AT 62 MPH

Simulated Sudden Kick Down 62 MPH

1div : 100 msec sample rate : 5 msec

CH	Units	Min	Max	Avg	Peak	Val	Unit	Min	Max	Avg	Peak	Val	Unit
101	0	5	7.49978	-0.07324	1.74311	22	0.1	0	0	22	0.1	0	0
161B	65	00	A0	0200	FFFB	0077	2C	02	00	00	00	00	00



CONCLUSION:
G Force at 60 mph is -.75 G

68 mph 5-2 back down 10W : 100 msec sample rate : 5 msec

CH	1	2	3	4	5	6	7	8	9	10	11	12		
Main	1532.25	109	0.0333333	5.03148	2.82142	0.703104	6.12286	-0.29296	0.014648	5.81525	8.45	0.1	5	2
Sub	17F1	60	01	A102	D08A	0030	01A2	FFEC	0001	0180	A9	02	54	02

GRATIO [C-1]
NE [mm]
AIR TEMP [deg C]

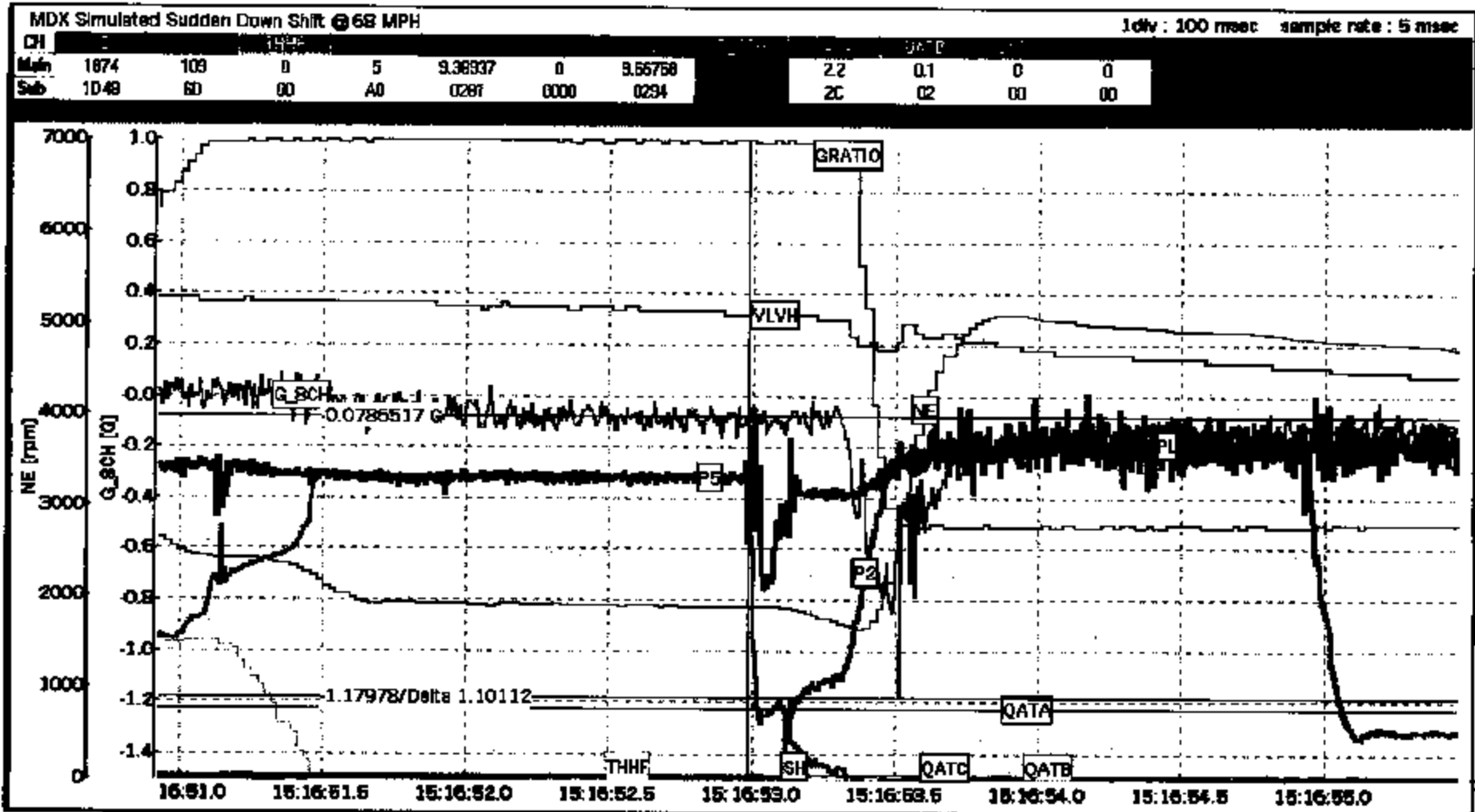
SH
VLW
NE
QATA
QATC
P2
MODE
MODE
QATC
TH-F

0.099916/Delta 0.907663
10.947479 G

17:19:37.5 17:19:38.0 17:19:38.5 17:19:39.0 17:19:39.5 17:19:40.0 17:19:40.5 17:19:41.0 17:19:41

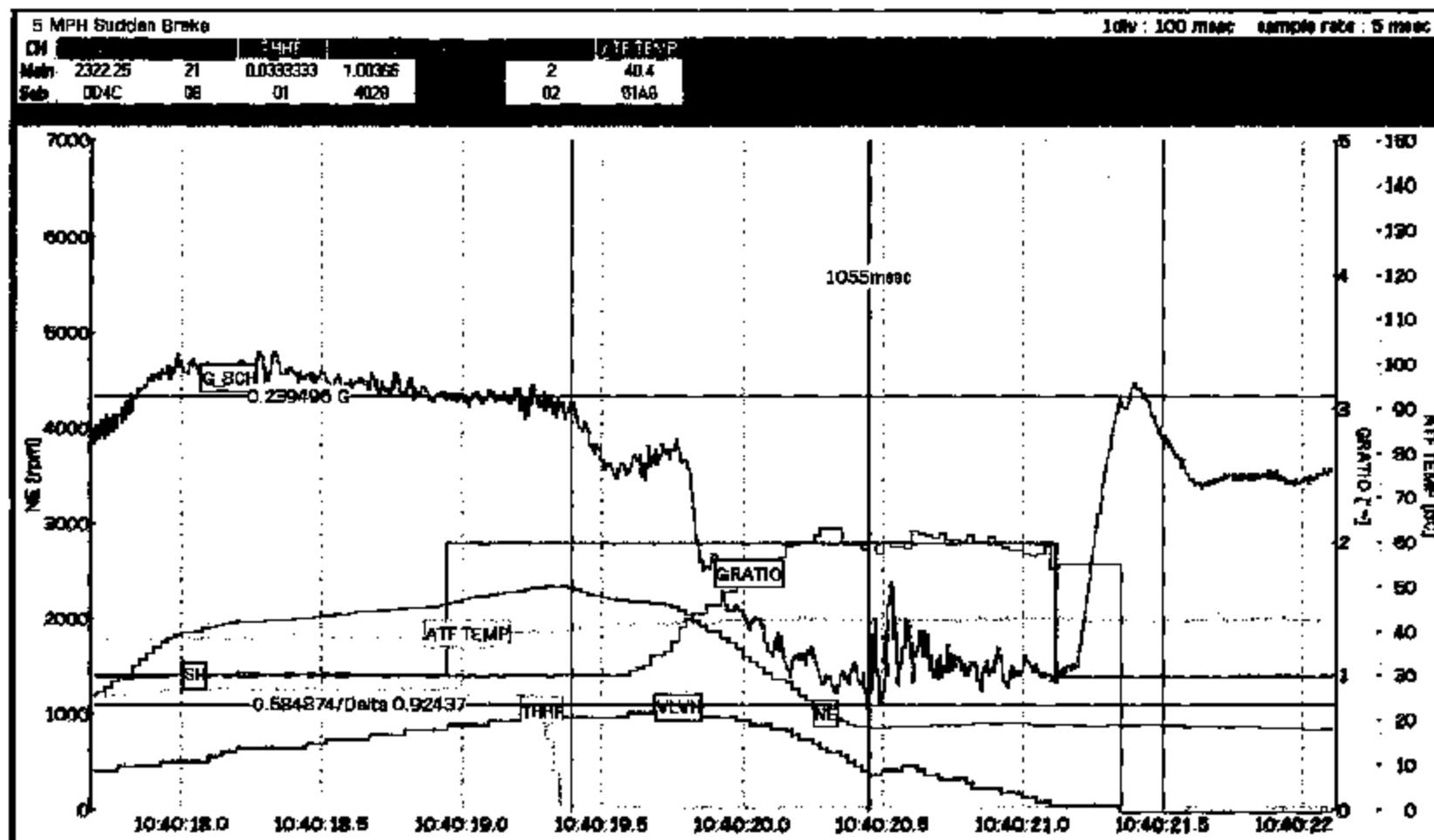
CONCLUSION:
G Force at 68 mph is -.90 G

MDX ECU SIMULATED SUDDEN DOWN SHIFT AT 68 MPH



CONCLUSION:
G Force at 68 mph is -1.10 G

SUDDEN BRAKE G FORCE AT 5 MPH

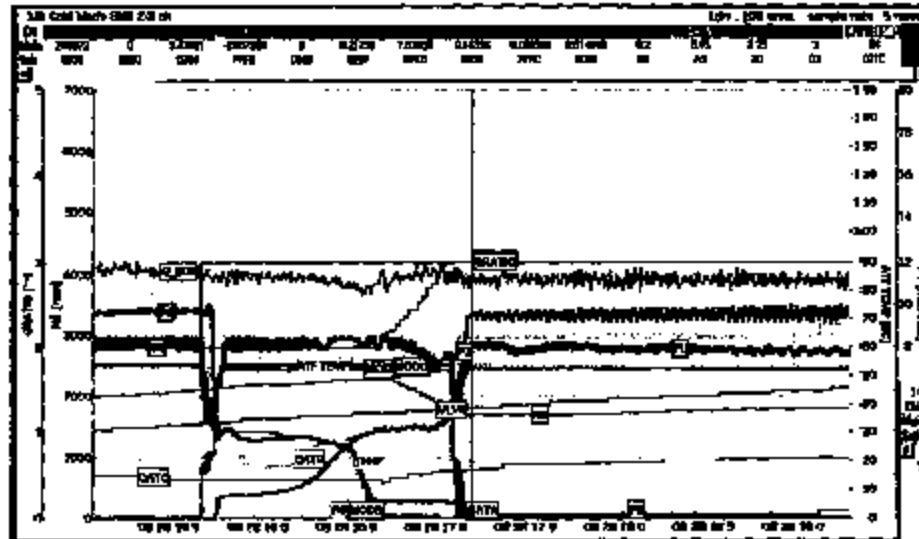


CONCLUSION:

G Force during sudden brake at 5mph is .92 G.

B7WA-9059518 Sudden Down Shift Investigation

B7WA-9059518 Sudden Down Shift Mission

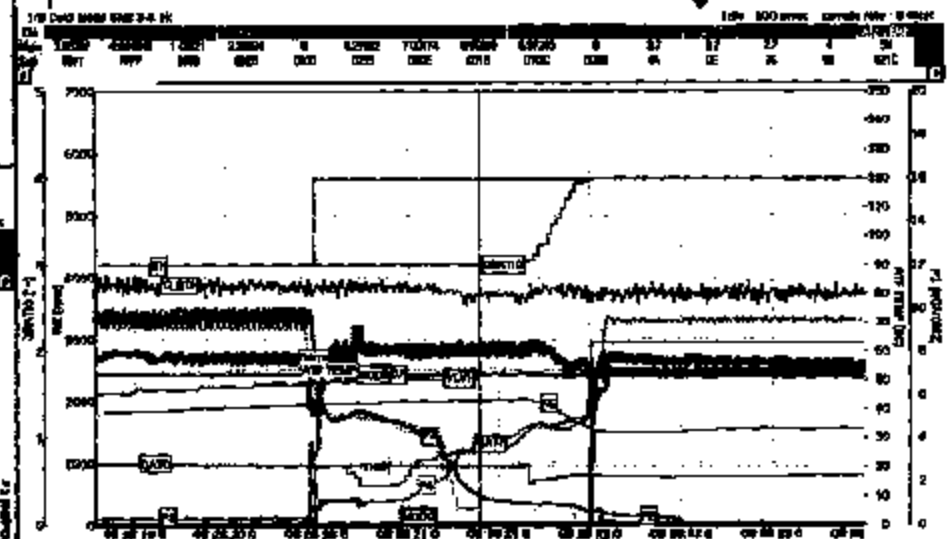


CONCLUSION:

2-3 shift ok at low temperature

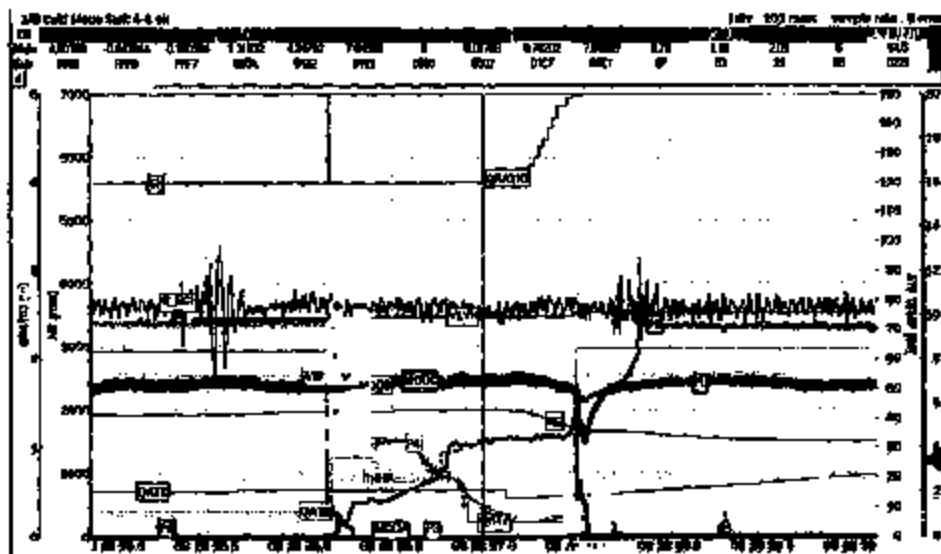
CONCLUSION:

3-4 shift ok at low temperature



CONCLUSION:

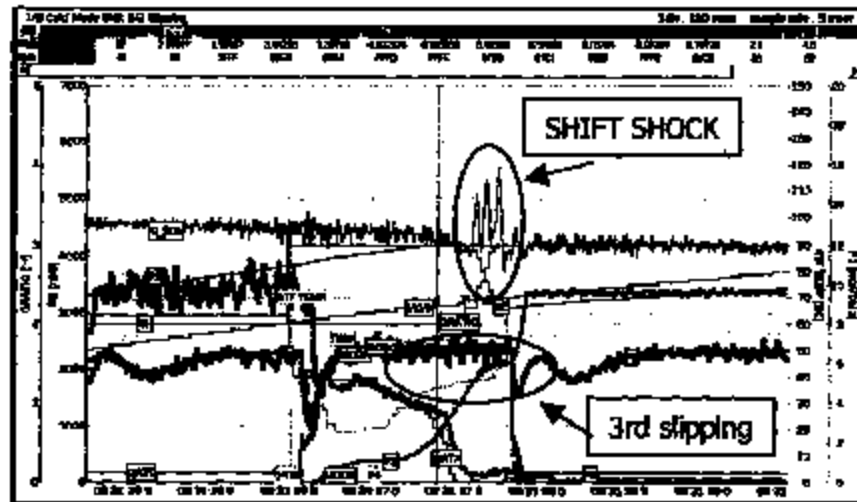
4-5 shift ok at low temperature



CONCLUSION:

Shifting at low ATF temperature (54°C) no abnormal shifting or slipping occurred at 1/8 throttle.

B7WA-9059518 Sudden Down Shift Mission

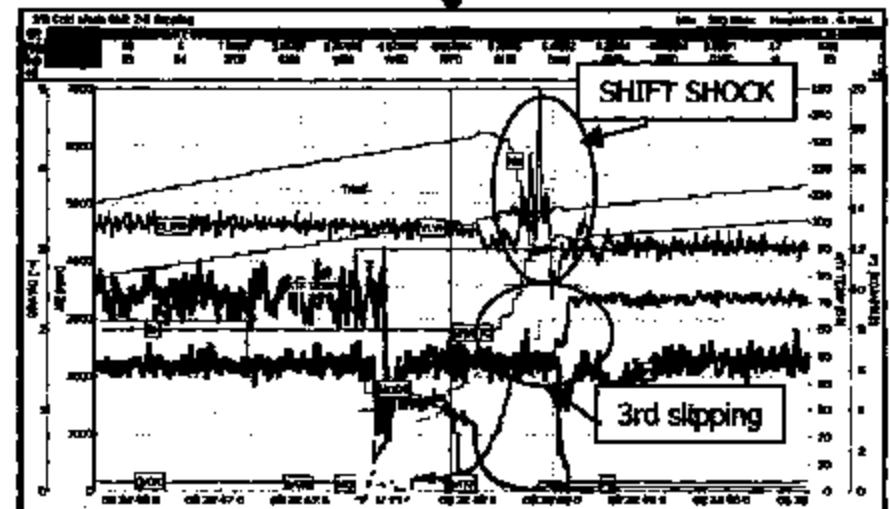


CONCLUSION:

2-3 shift slipping occurred 70° C,
3/8 throttle.

CONCLUSION:

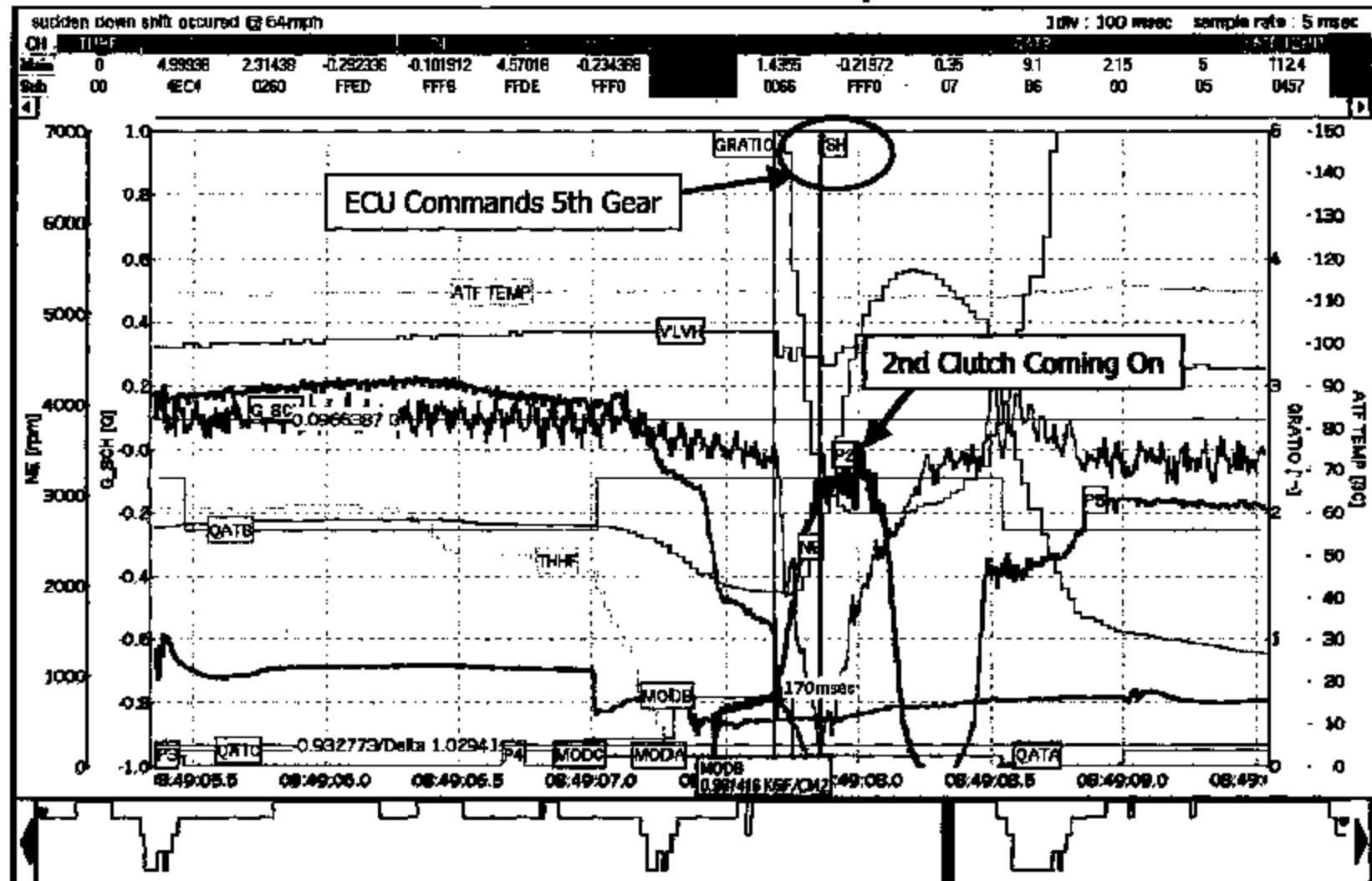
2-3 shift slipping occurred 76° C,
6/8 throttle.



CONCLUSION:

Shifting problem first noticed at 3/8 throttle ~70° C.

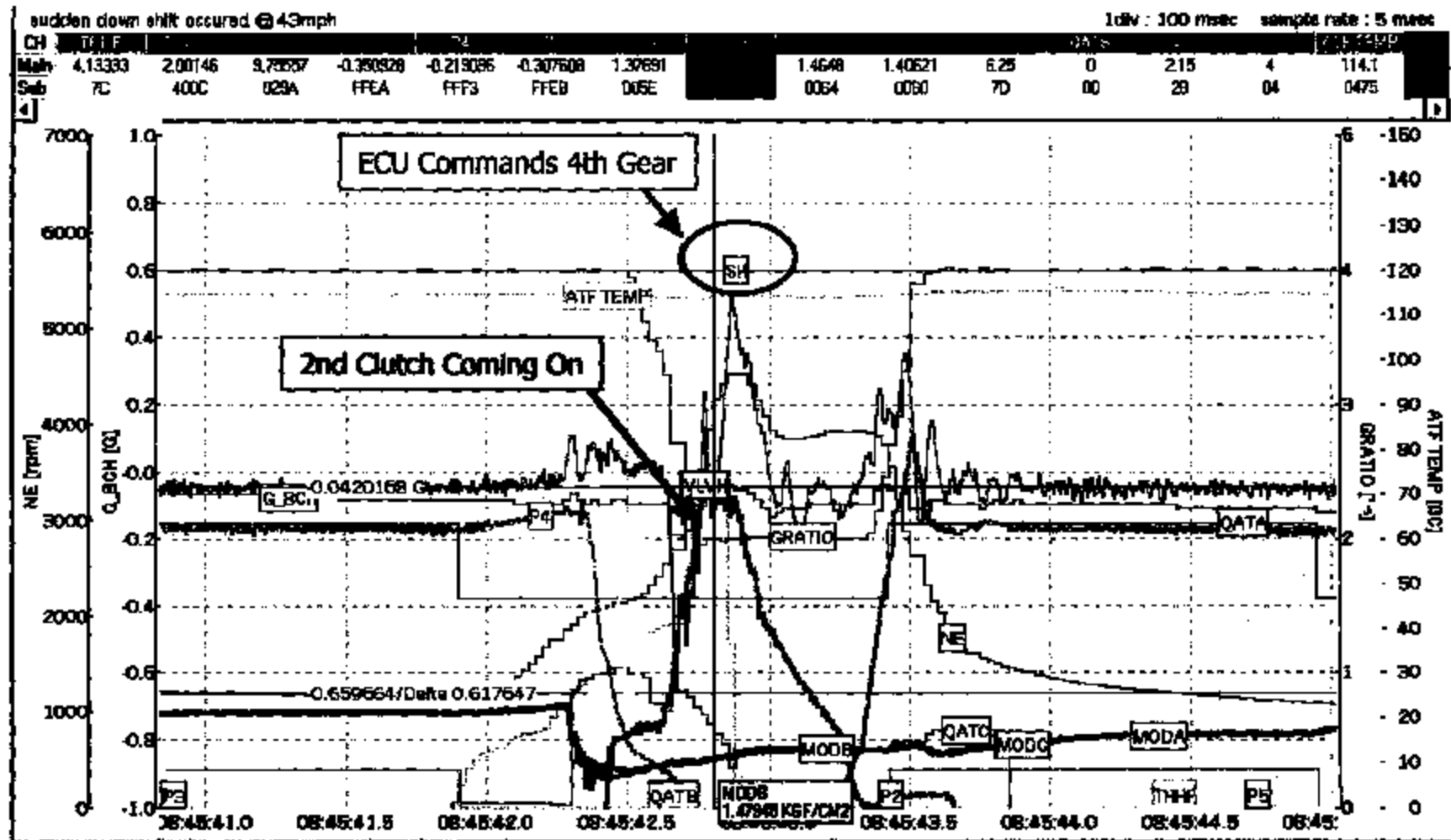
5-2 Sudden Down Shift at 64 mph B7WA-9059518



CONCLUSION:

G Force during sudden 5-2 down shift at 64 mph was 1.029 G. (Sudden down shift occurred when MOD pressure dropped below 2kgf/CM². 2nd clutch pressure came on with ECU still sending 5th gear command, SH=5)

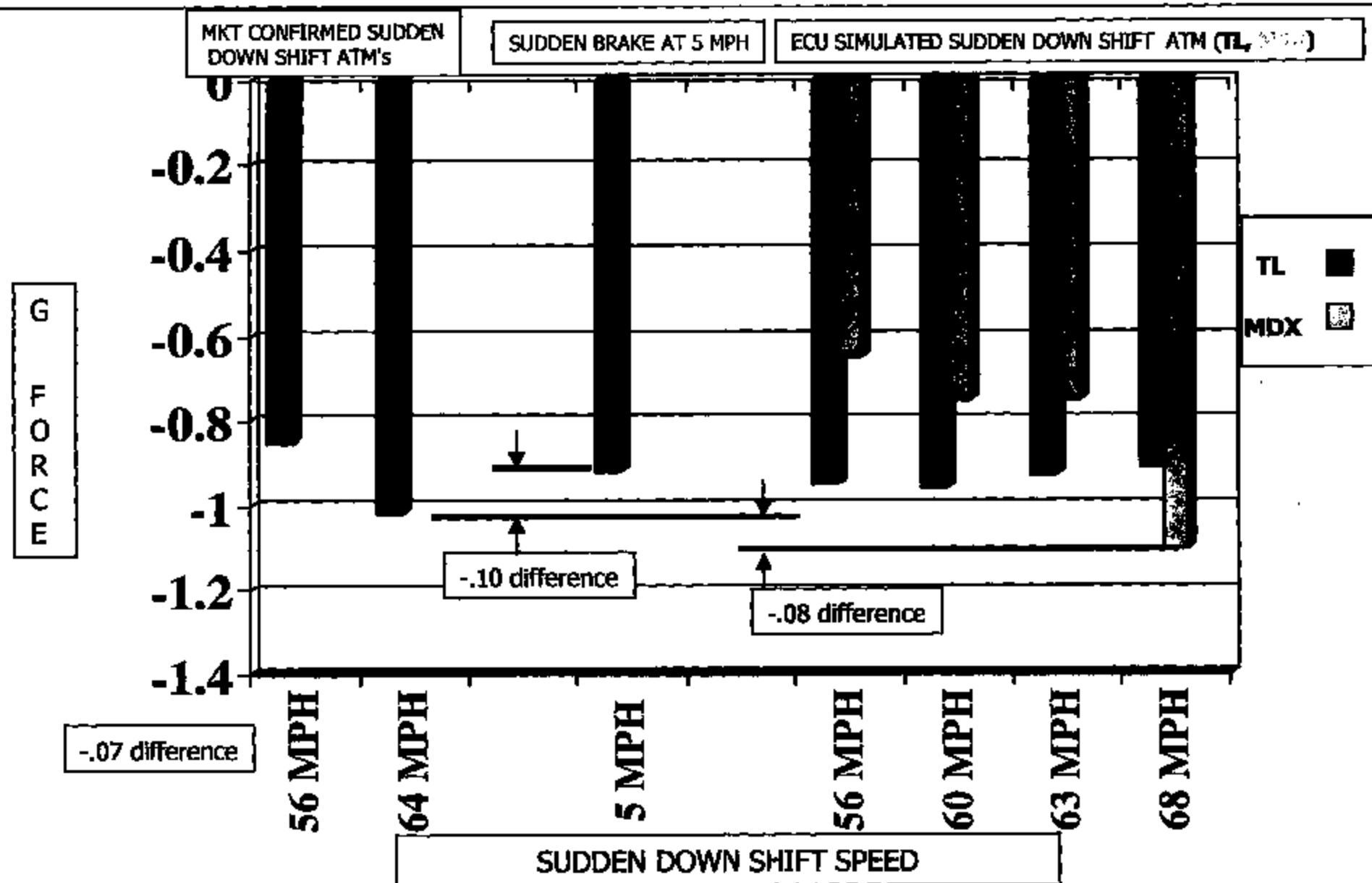
4-2 Sudden Down Shift at 43 mph B7WA-9059518



CONCLUSION:

G Force during 4-2 sudden down shift at 43 mph was .61 G. (Sudden down shift occurred when MOD pressure dropped below 2kgf/CM². 2nd clutch pressure came on with ECU still commanding 4th gear, SH=4)

G FORCE COMPARISON BETWEEN MKT CONFIRMED AND ECU SIMULATED SUDDEN DOWN SHIFT MISSIONS



CONCLUSION:

Worse case MKT failed mission is ~ -.10 G greater than ECU simulated Sudden Down Shift. 5 MPH sudden braking is -.06 less than worse case MKT sudden down shift.

G FORCE RATE COMPARISON BETWEEN MKT CONFIRMED AND ECU SIMULATED SUDDEN DOWN SHIFT MISSIONS

MKT CONFIRMED SUDDEN
DOWN SHIFT ATM's

SUDDEN BRAKE AT 5 MPH

ECU SIMULATED SUDDEN DOWN SHIFT ATM (TL, MDX)

G
F
O
R
C
E
R
A
T
E

-0.3
-0.8
-1.3
-1.8
-2.3
-2.8
-3.3
-3.8
-4.3
-4.8
-5.3
-5.8
-6.3
-6.8
-7.3
-7.8

-5.358 difference

-.12 difference

TL

MDX

G FORCE
RATE

$\frac{\Delta G}{\Delta t}$

56
MPH

64
MPH

5 MPH

56
MPH

60
MPH

63
MPH

68
MPH

SUDDEN DOWN SHIFT SPEED

CONCLUSION:

Worse case MKT confirmed sudden down shift mission was -.12 G lower than worse case ECU simulated sudden down shift mission. Sudden brake at 5MPH was -5.358 less than worse case MKT Sudden down shift mission.

Automatic Transmission Problem

Honda R&D Co., Ltd.

OCT/31/2002

3RD Clutch Problem

■Customer complaints

- 2-3 upshift flare
- 2-3 upshift judder
- No 3rd gear

Downshift to 2nd may occur when the above symptoms exist.

■Cause

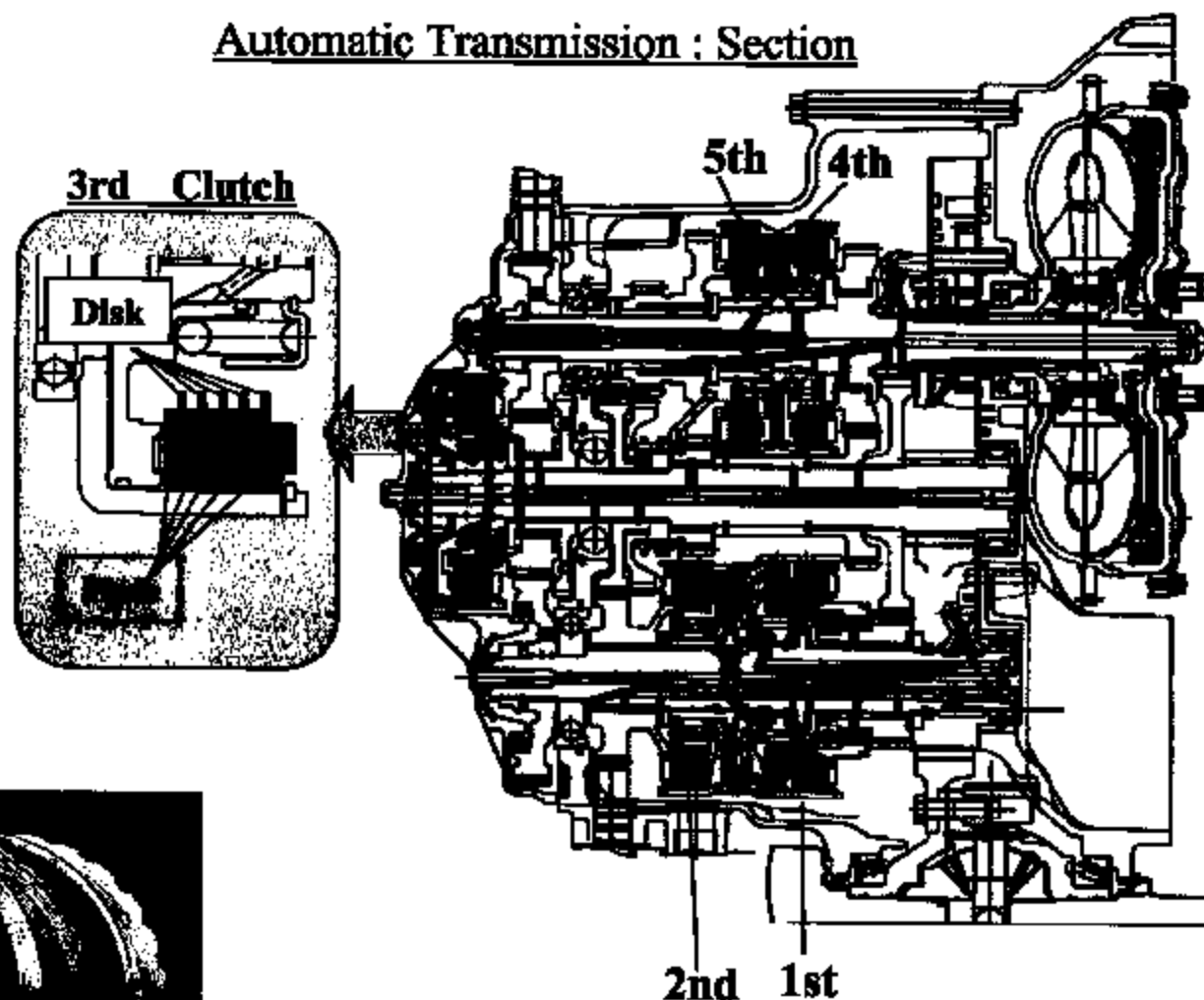
An abnormal wear of the 3rd clutch

Failed part (3rd clutch)

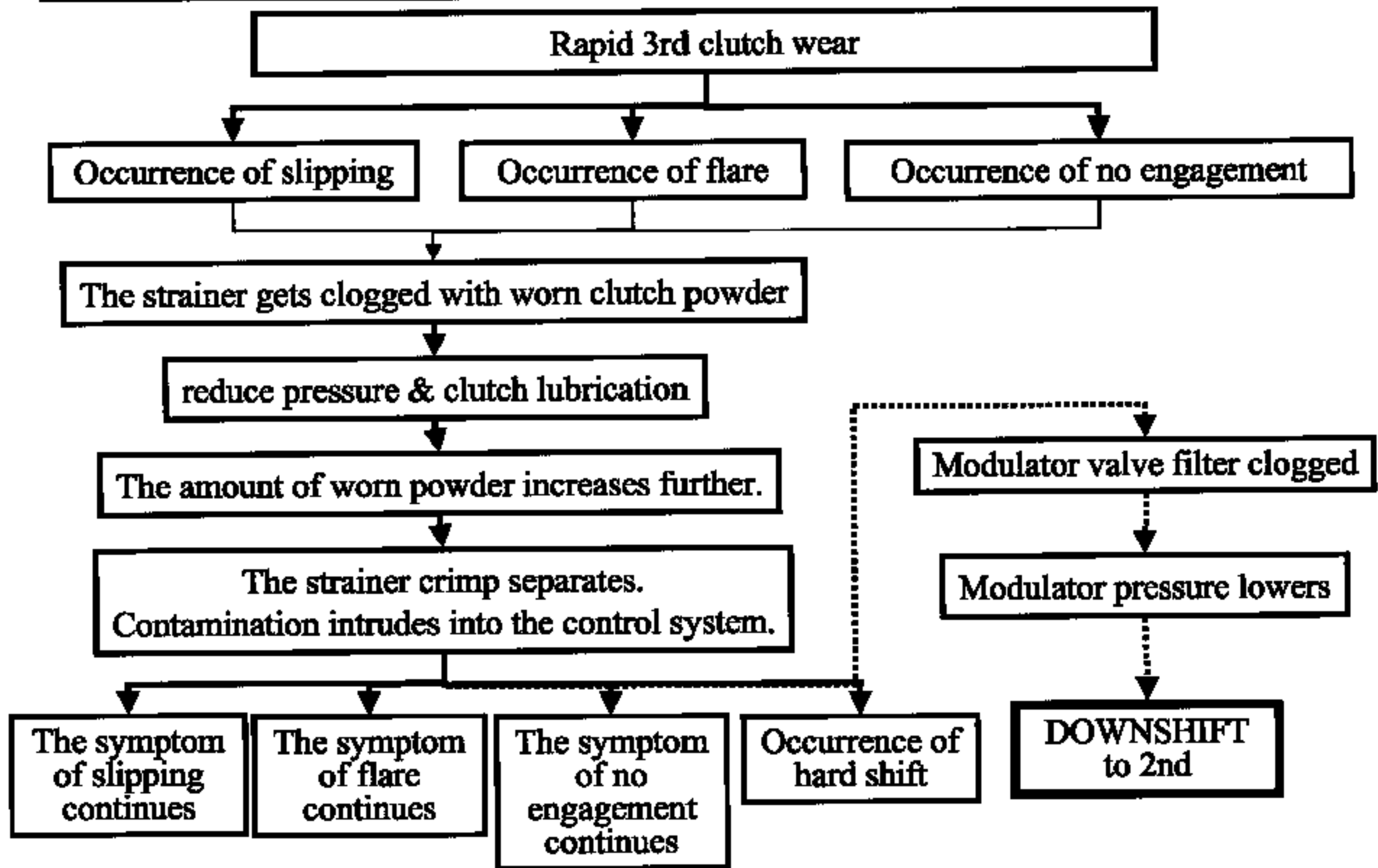


The disks are worn abnormally.

Automatic Transmission : Section



Mechanism



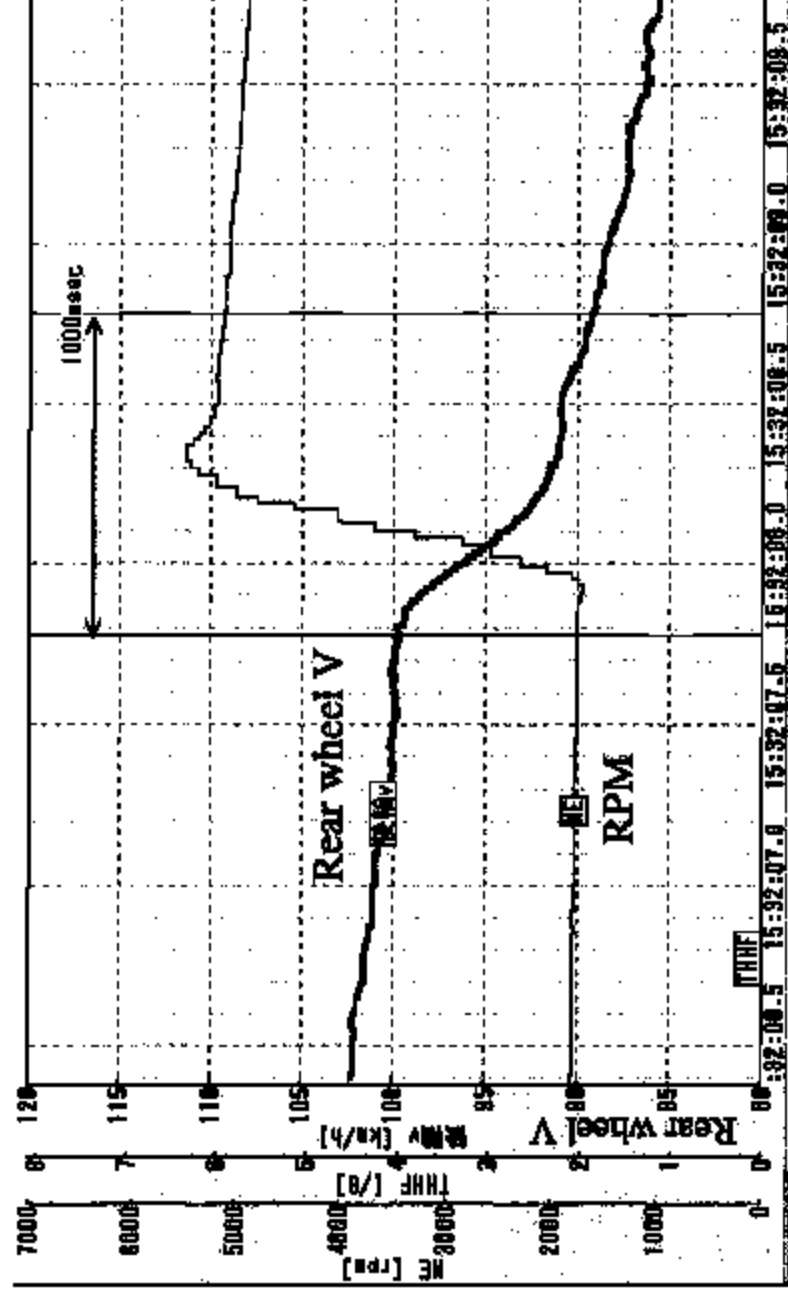
* Modulator pressure: Downshifting occurs when the base pressure of the solenoid valve lowers below the value set by spec.

Change of the vehicle speed : Representative data sample①

4

Vehicle V = Actual measurement data at the time of 5-2 downshift at about 65 mile/h

Close Throttle

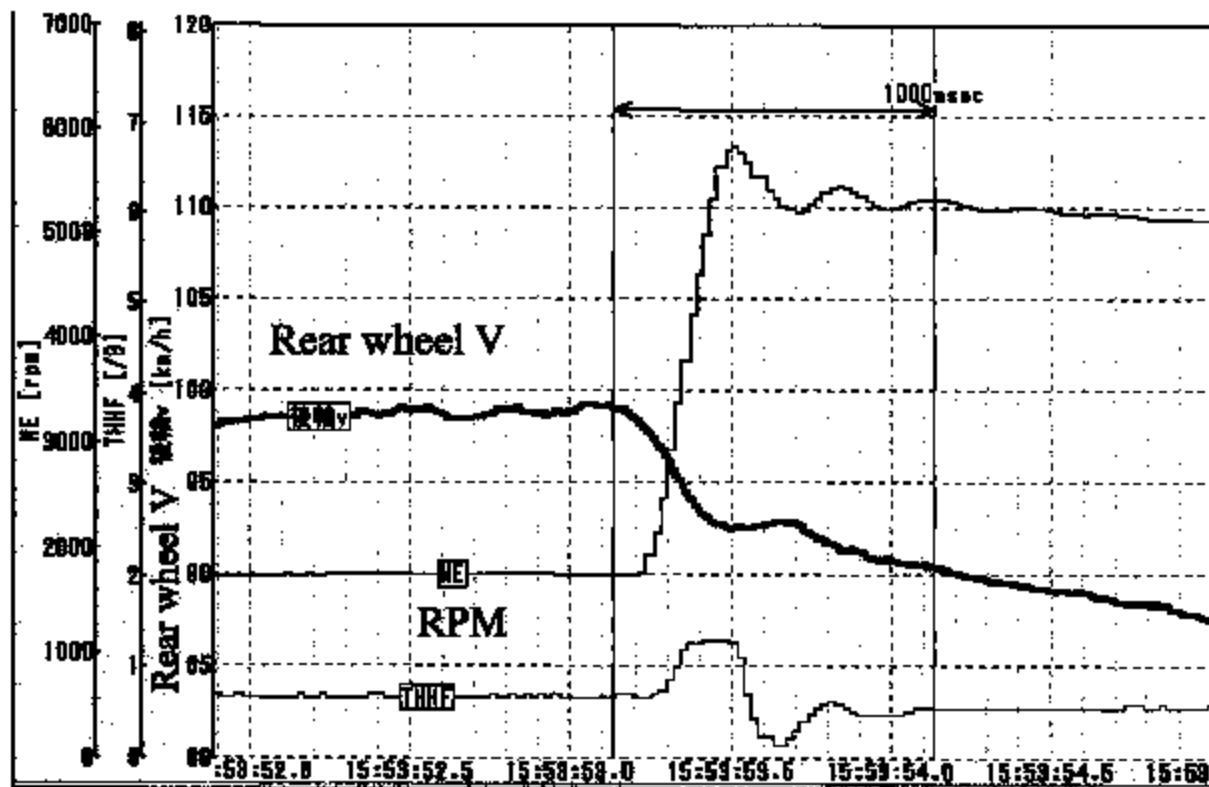


Change of the vehicle speed : Representative data sample ②

5

Vehicle V = Actual measurement data at the time of 5-2 downshift at about 65 mile/h

On cruise

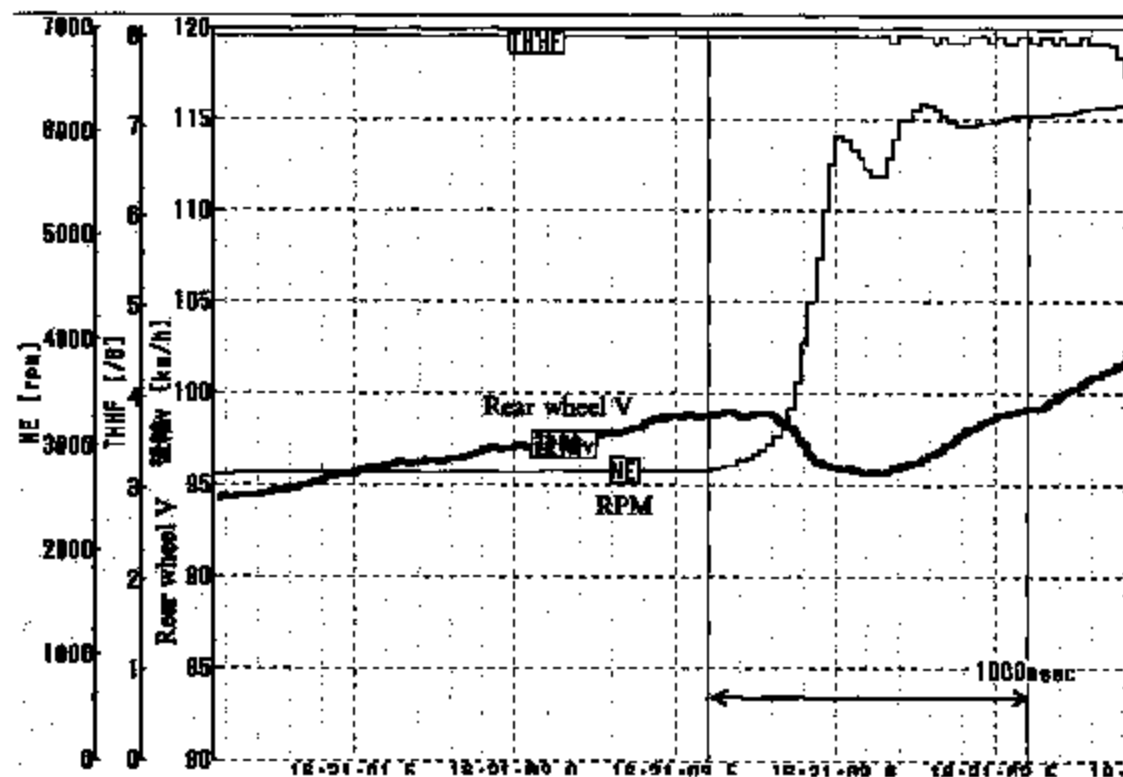


Change of the vehicle speed : Representative data sample ③

6

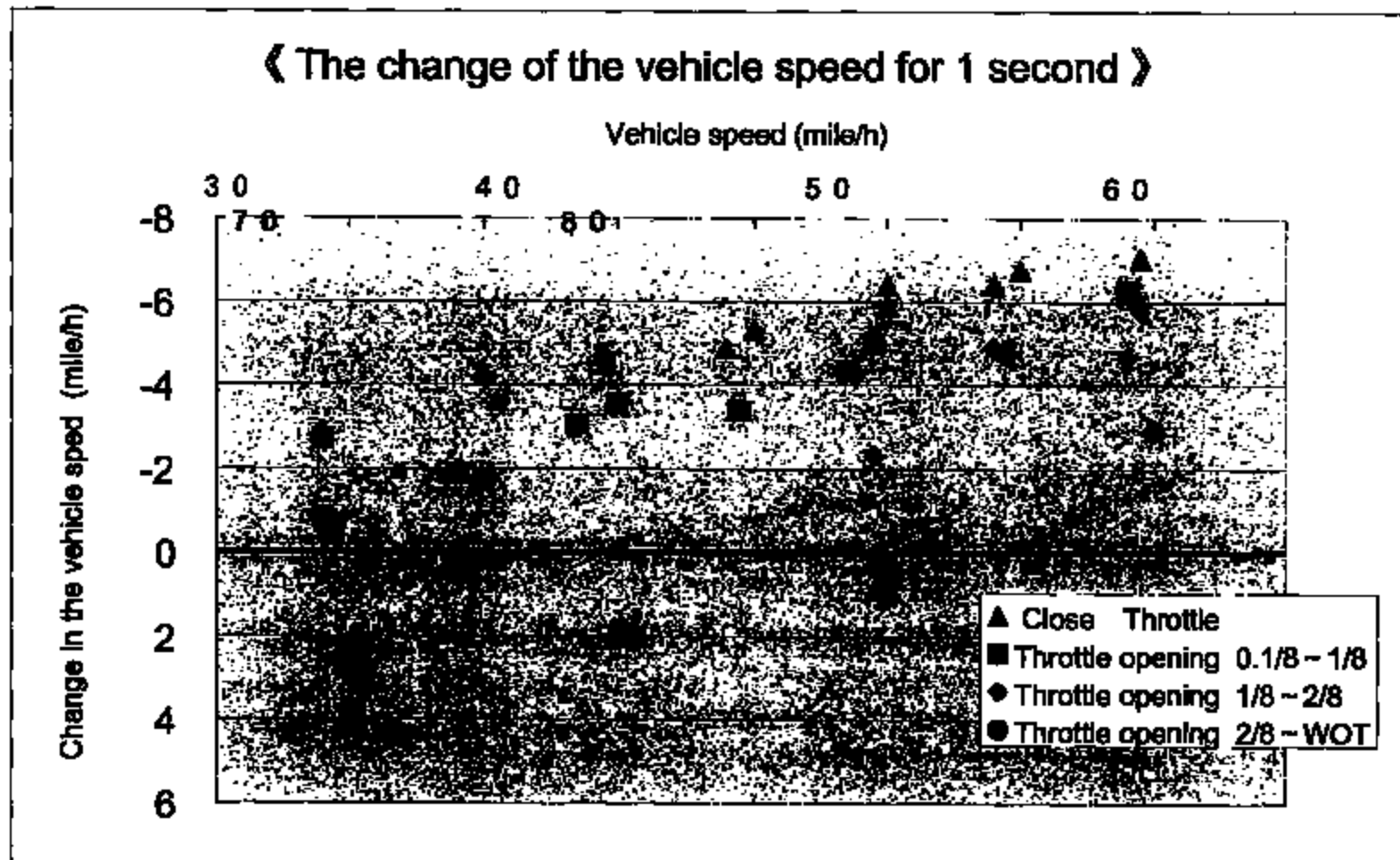
Vehicle V = Actual measurement data at the time of 5-2 downshift at about 65 mile/h

WOT acceleration



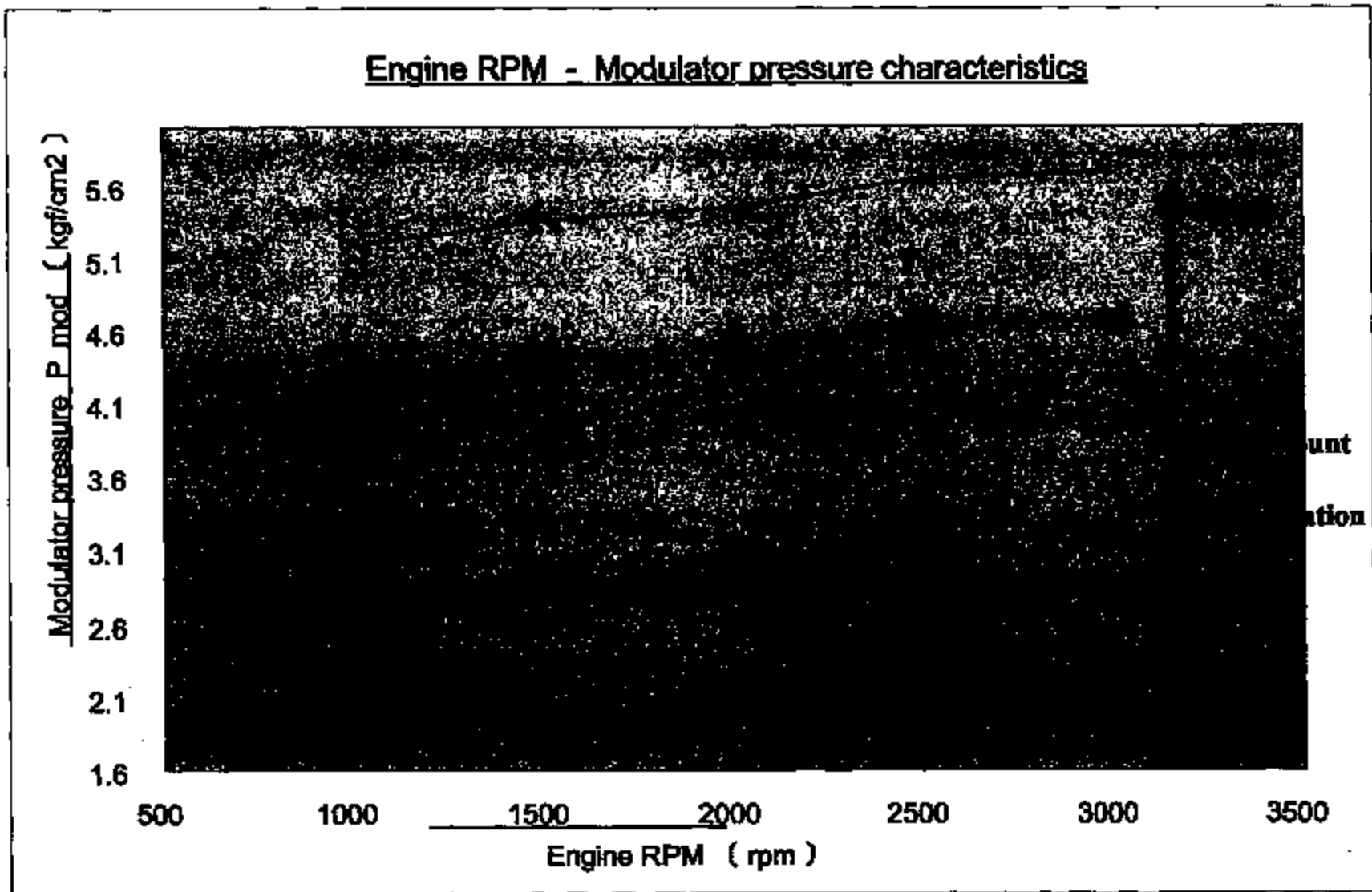
5→2 downshift Change in the vehicle speed

- The velocity of the vehicle does not change greatly when 5→2 downshift occurs.



The relationship between the Engine RPM and the modulator pressure

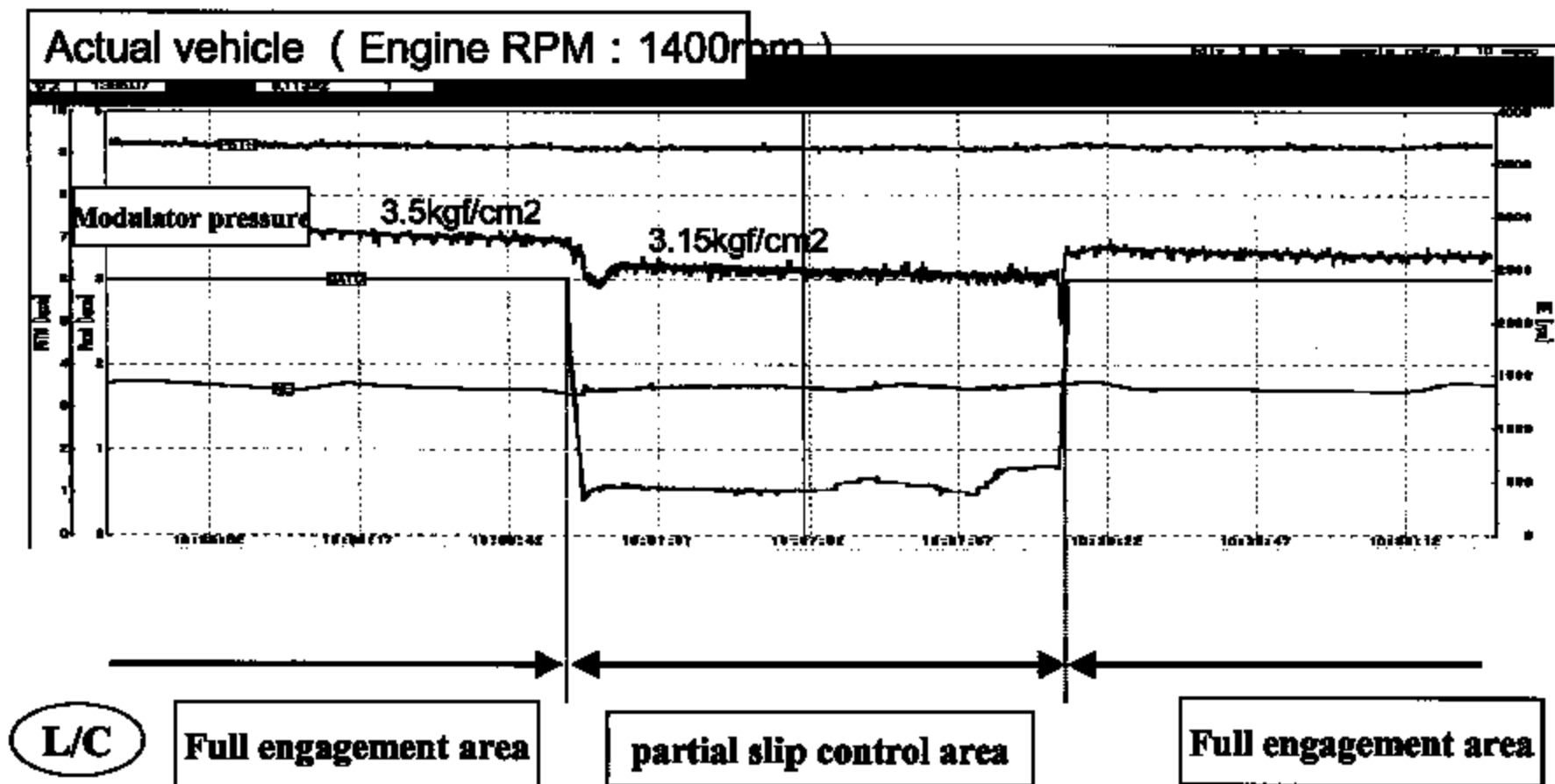
- The lower the engine RPM is, the further the modulator pressure lowers.
 - It is assumed that the symptom occurs frequently at a low vehicle speed.



The relationship between the L / C area and the modulator pressure

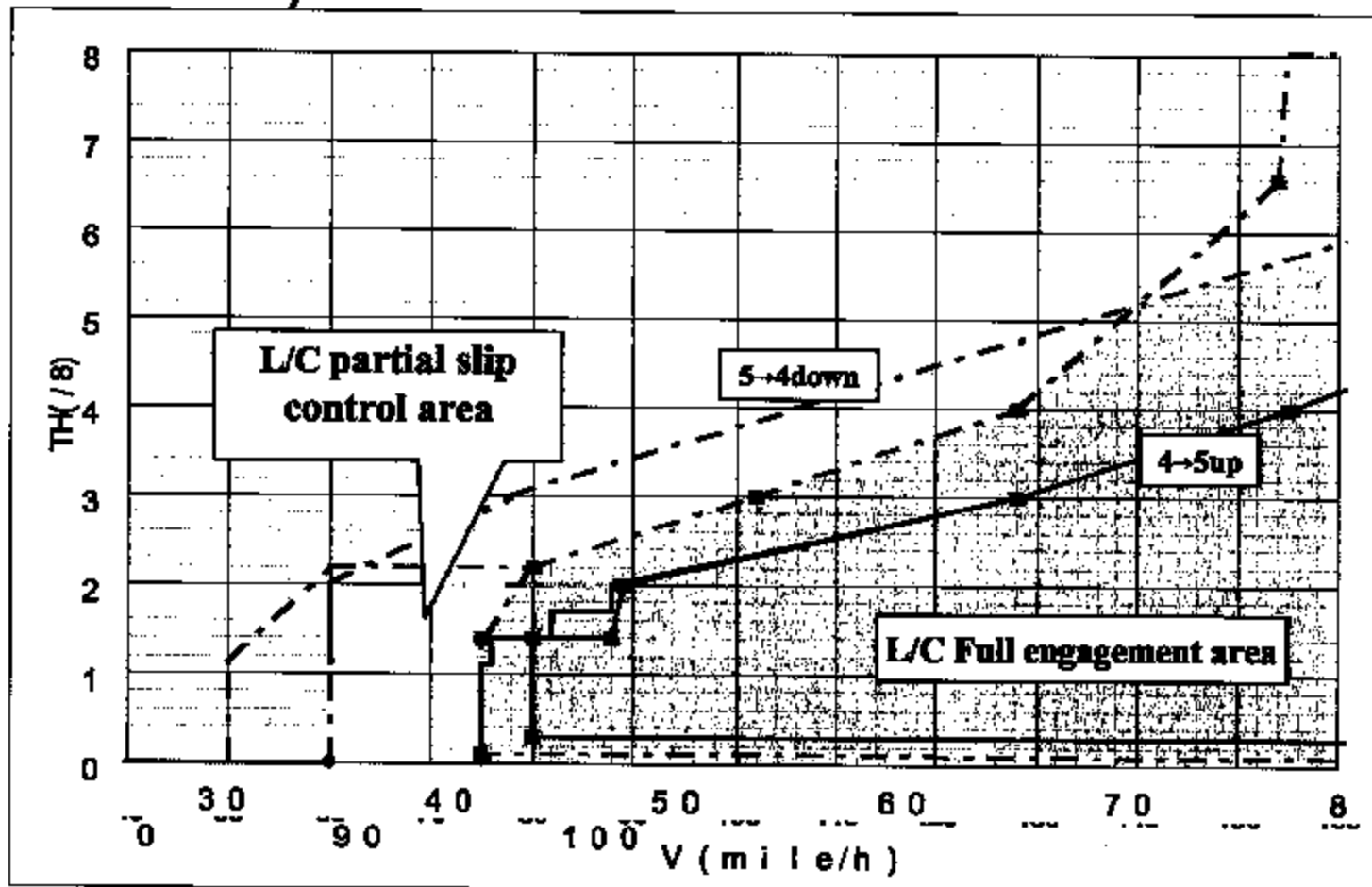
L/C : Torque Converter Lock-up Clutch

- The modulator pressure lowers in the L/C partial slip control area (low vehicle speed area)



5→2 downshift Relationship with the L/C area

- It is assumed that there are relatively many occurrences in the L/C partial slip control area with a lowered modulator pressure (37 ~ 47 mile/h)



Engine RPM

Low RPM



High RPM

5→2 down-shift Vehicle stability verification result

●Straight course

V(mile/ h)	50	60	70	80	90	100
DRY	⊙	⊙	⊙	⊙	⊙	⊙
WET	⊙	⊙	⊙	⊙	⊙	⊙

●Cornering (PG circuit low speed lane : R280)

V(mile/ h)	50	60	70	80	90	100
G	0.18	0.26	0.35	0.46	0.58	0.72
DRY	⊙	⊙	⊙	⊙ ~ ○	○	○
WET	⊙	⊙	○	○	○	-

⊙ : A momentary deceleration occurs, however, there is no change in the vehicle behavior.

○ : A slight understeer occurs due to a momentary deceleration, however, there is no yaw change.

The vehicle behavior returns to the original state (on locus) in the end.



NHTSA Hotline - Transmission Lock-Up Complaint Analysis

Summary of the results:

1. 6 of 9 "Hotline Transmissions" have been tested by HTW/ HONDA R&D, 6 of them have been disassembled & inspected.

- **ONLY 1 OF THESE HAD DUPLICATION of SELF DOWNSHIFT** by in-vehicle confirmation testing.
- We disassembled 6 transmissions and inspected their parts, all had clutch wear as the cause of the complaint
- **NO GEAR or SHAFT or CLUTCH LOCK-UP OCCURRED**, all parts could rotate freely.

No	Model	Year	ATM#	Claim Date	Mileage	Technline Complaint
1	3.2 CL Sport	2001	BGEA1018818	8/16/2002	31742	Shifts Hard Take Off / Will Not Shift from 2nd to 3rd Just Rev
2	3.2 CL Sport	2001	BGEA1028385	11/21/2001	27239	Vehicle Won't Move
3	3.2 CL Sport	2001	BGEA1018720	7/17/2002	37085	Won't Shift
4	3.2 TL Premium	2001	B7WA8014113	7/8/2002	37462	Hard Shift Jerks
5	3.2 TL Premium	2001	B7WA8025514	7/9/2002	28208	Slip 2-3
6	3.2 TL Sport	2002	B7WA8059518	8/9/2002	20625	Will Not Downshift, Slips in All Gears
7	3.2 TL Premium	2000	MZWA1038579	9/11/2002	86202	Trans Down Shifts and Neutrals Out
8	3.2 TL Sport	2003	B7WA5009644	7/29/2002	3915	Car Was Going 55 Then Sudden Downshift Then Stuck in 4th
9	3.2 TL Sport	2002	B7WA9045810	8/28/2002	24767	Gears 1-2 2-3

This unit had formal complaint for Sudden Downshift.

9 "Hotline Transmissions" - Analysis Summary

No	Model	Year	ATM#	Claim Date	Mileage	Analysis Status	In-Vehicle Result	Disassembly Result
1	3.2 CL Sport	2001	BGFA1018818	8/ 18/ 2002	31742	Done	2nd, 3rd, 4th, 5th Slips	3rd,4th,5th Clutch Burnt Hydraulic Circuits Contaminated
2	3.2 CL Sport	2001	BGFA1028385	11/ 21/ 2001	27239	Already Repaired	-	-
3	3.2 CL Sport	2001	BGFA1018720	7/ 17/ 2002	37085	Done	3rd Slips	3rd Clutch Burnt Hydraulic Circuits Contaminated
4	3.2 TL Premium	2001	B7WA8014113	7/ 8/ 2002	37462	Done	2nd & 3rd Slips	3rd,4th,5th Clutch Burnt Hydraulic Circuits Contaminated
5	3.2 TL Premium	2001	B7WA8025514	7/ 9/ 2002	28208	Done	2nd & 3rd Slips	3rd Clutch Burnt Hydraulic Circuits Contaminated
6	3.2 TL Sport	2002	B7WA8059518	8/ 8/ 2002	20625	Done	Duplicated Sud/Downshift	3rd Clutch Burnt Hydraulic Circuits Contaminated
7	3.2 TL Premium	2000	M7WA1038579	8/ 11/ 2002	86202	Done(HGT)	3rd Slips, no 3-4 Upshift	3rd Clutch Burnt Hydraulic Circuits Contaminated
8	3.2 TL Sport	2003	B7WA8008644	7/ 28/ 2002	3915	Not Rec'd	-	-
9	3.2 TL Sport	2002	B7WA8045810	8/ 28/ 2002	24767	Not Rec'd	-	-

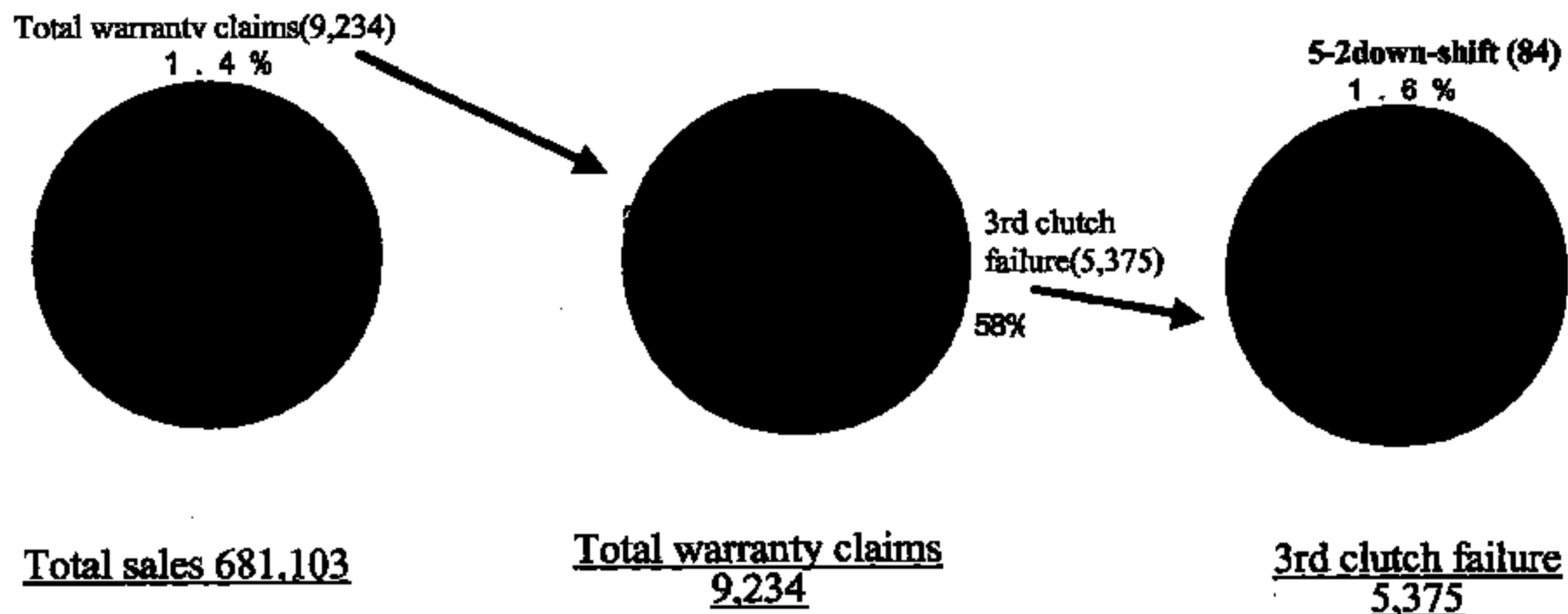
NHTSA Hotline - Transmission Lock-Up Complaint Analysis

Conclusion:

From 58 transmissions dis-assembled & analyzed by HTM Market Quality (that had 3rd Clutch Burning):

- **NO ACTUAL CLUTCH / GEAR / SHAFT LOCK-UPS** were found.
- **NO SEIZURES OF SHAFTS & GEARS** were found.
- **ALL PARTS COULD ROTATE FREELY.**

Occurrence ratio



5-2down-shift occurrence ratio=84/681,103=0.01%

Counter Measure

- **Following 2 countermeasures were applied to production line.**

1. Improvement of surface roughness of 3rd gear clutch plate. APR/2002
2. Improvement of ECU data (improvement of hydraulic pressure characteristic)
MAY/2002

- **These 2 countermeasures are being applied to after-service.**

1. Improvement of surface roughness of clutch plate. APR/24/2002
2. Improvement of ECU data (improvement of hydraulic pressure characteristic)
scheduled in early Dec.

- **Honda decided to extend the warranty period to 7 years/100k mile
and sent a notification letter to the customers .**

TL/CL 3rd Clutch Wear

November 7, 2002

T2/T3

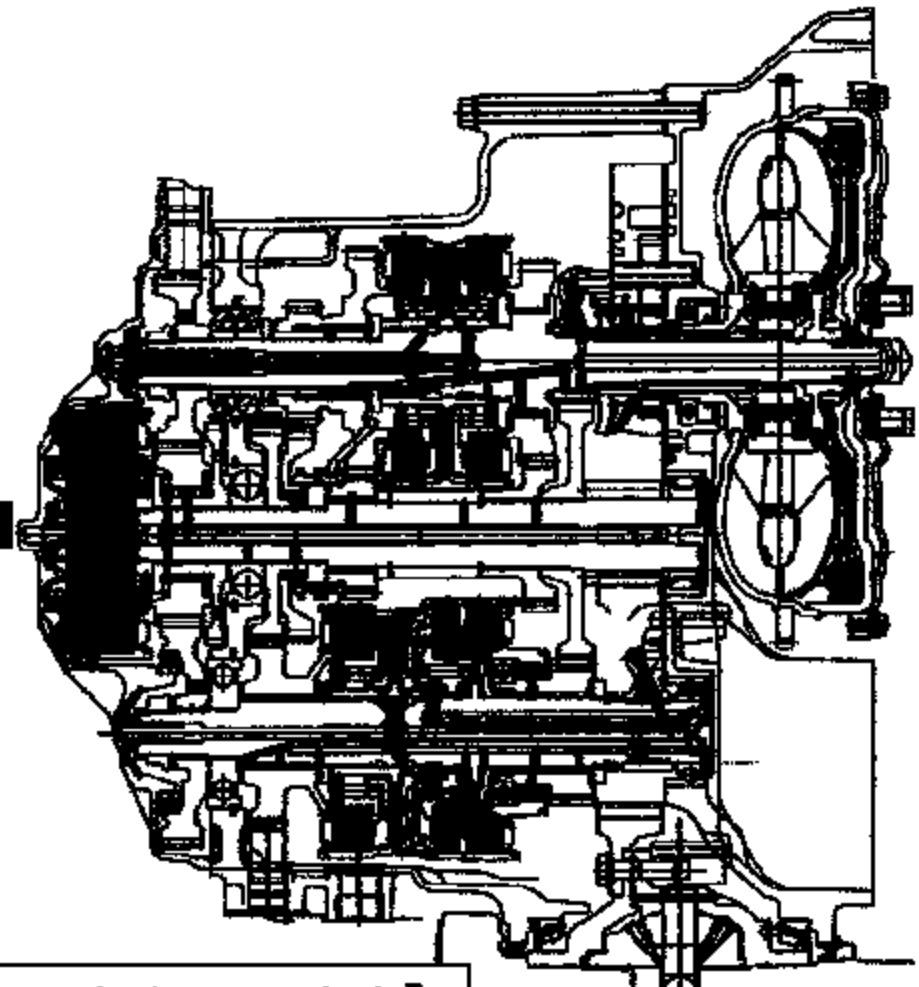
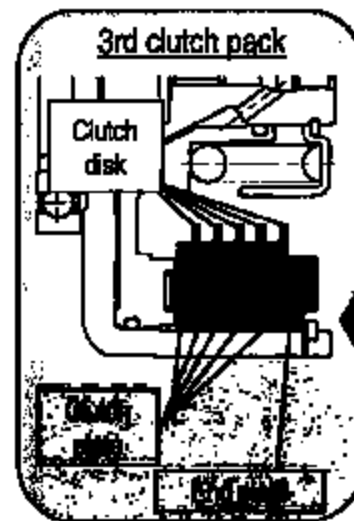
3rd Clutch Wear

Symptom

Occurred on 00~02M 3.2TL/CL

Customers' allegations

Engine flares up on 2-3 upshift
Clutch judders on 2-3 upshift
Transmission has no 3rd gear
etc.



Analysis of symptom-developed product (3rd clutch)



Clutch facing

【Results of primary analysis】
3rd clutch was found burned
and excessively worn.

In-depth analysis of 3rd clutch

Results of Analysis of Transmissions Returned from the Market

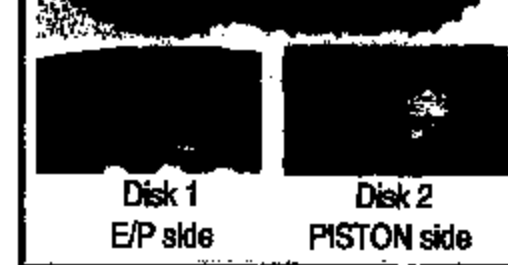
1. Appearance check results

		US build								JPN build			
Miss. No.		B7WA-8031226		B7WA-9044757		B7WA-9027013		B7WA-504222		M7WA-1033139		M7WA-1038579	
Date of manufacture		?		2001/9/4		2001/6/12		2002/2/18		?		2000/3/7	
Date of occurrence		?		2002/8/27		2002/7/10		2002/8/8		?		2002/9/11	
Alleged symptom		5-2 DOWN		SLIPS		NOT SHIFTING		SLIPS		?		HARD SHIFTS	
Mileage		49056 MIL		8035 MIL		20315 MIL		15883 MIL		46419 MIL		86202 MIL	
Burn level	3rd	Facing (completely) worn out		Facing worn out		Facing worn out		Facing (partially) worn out		Facing (partially) worn out		Facing (completely) worn out	
3rd clutch disk wear amount	IN/OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT
	1	0.722	0.731	0.681	0.634	0.746	0.734	0.726	0.711	0.605	0.587	0.733	0.728
	2	0.727	0.725	0.682	0.69	0.736	0.72	0.508	0.386	0.679	0.671	0.726	0.718
	3	0.728	0.711	0.669	0.677	0.729	0.72	0.533	0.639	0.612	0.649	0.711	0.706
	4	0.389	0.451	0.466	0.492	0.519	0.56	0.638	0.643	0.143	0.149	0.497	0.533
	5	0.181	0.198	0.143	0.182	0.095	0.123	0.099	0.16	0.126	0.17	0.148	0.17
Max		0.728	0.731	0.682	0.69	0.746	0.734	0.726	0.711	0.679	0.671	0.733	0.728

Condition of clutch disks



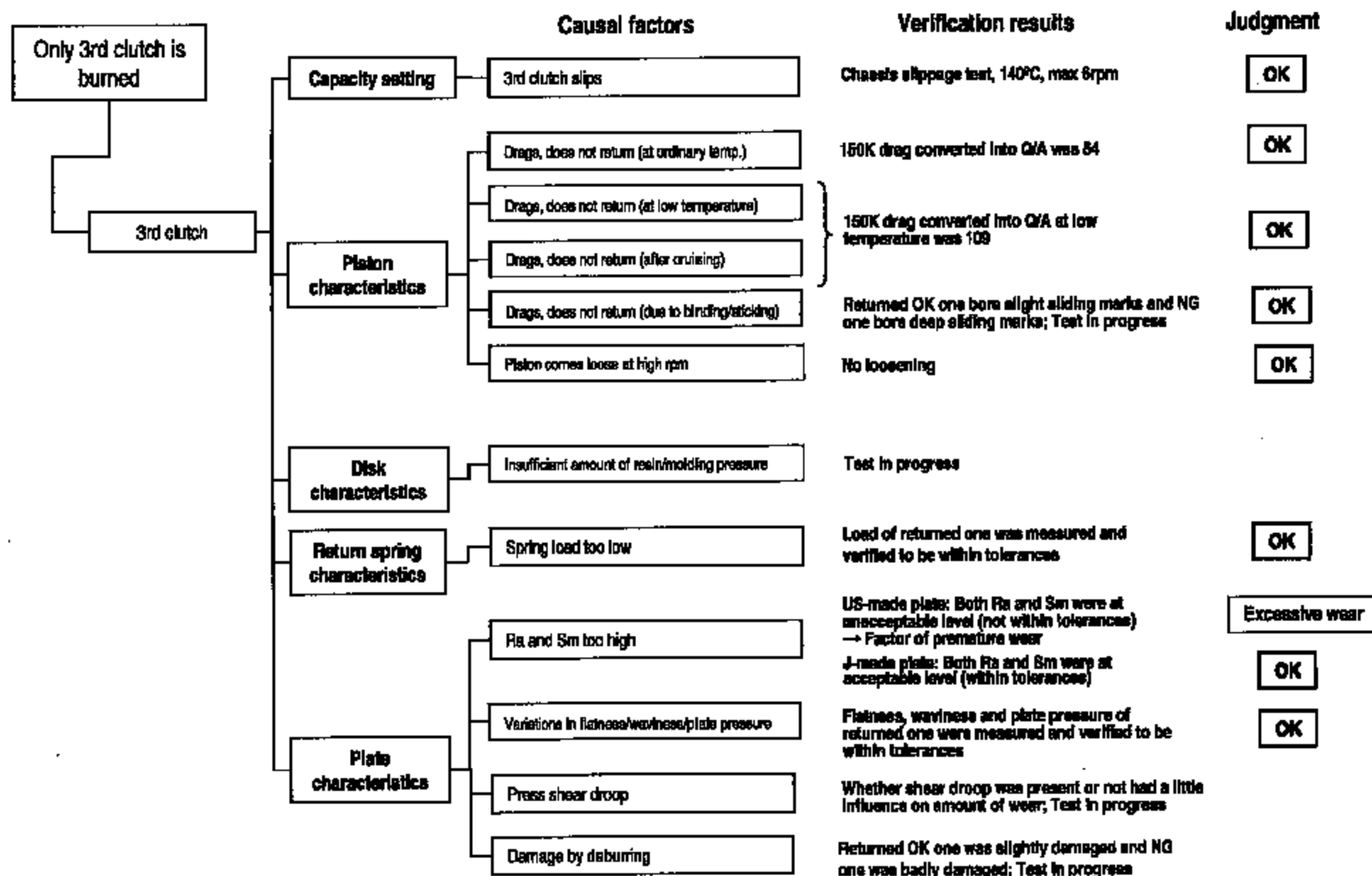
Condition of clutch plates



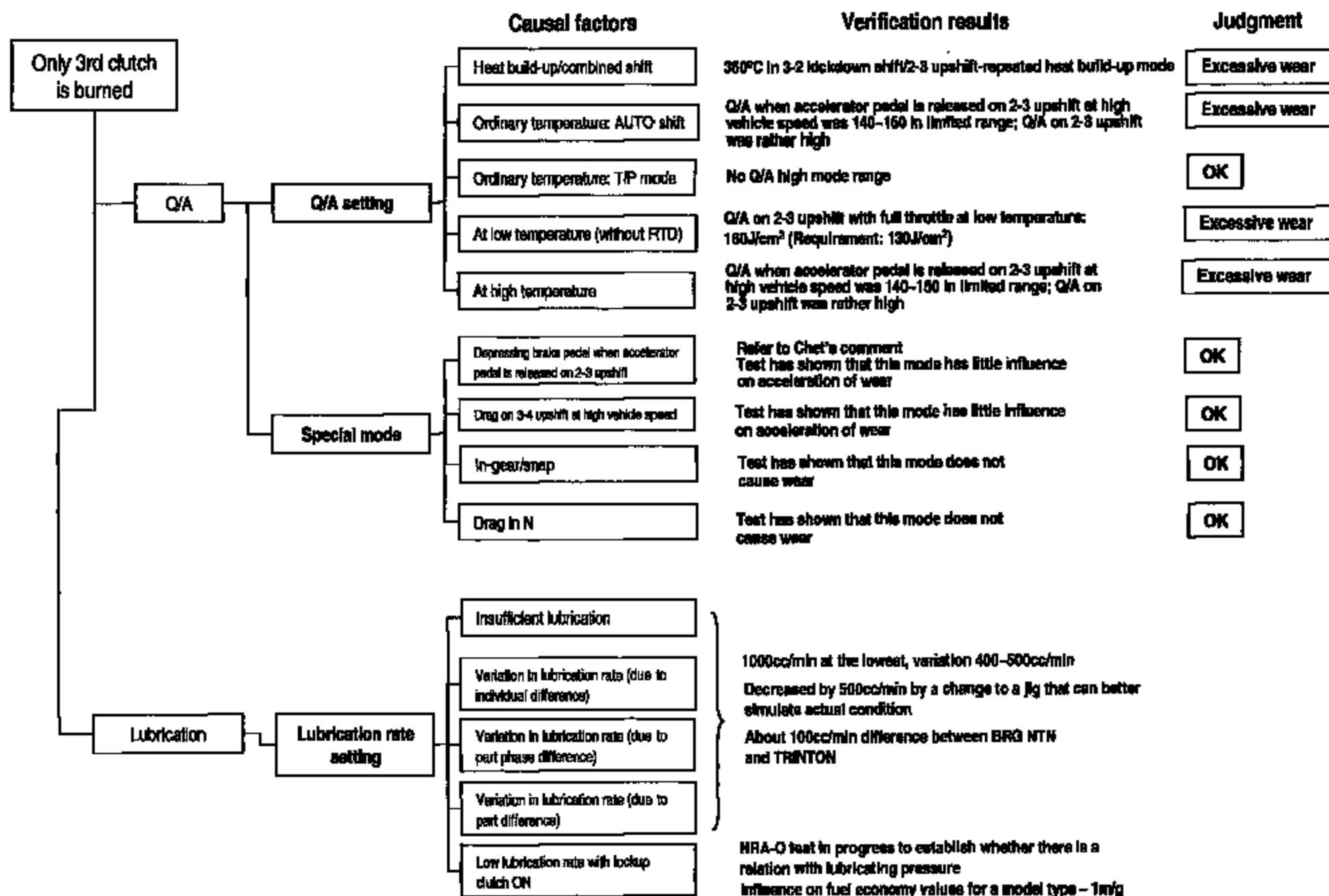
- The clutch disk does not seem to have worn due to heat build-up and resultant carbonization but seems to have worn as if it were filed away.
- Clutches other than 3rd clutch present no unusual wear or burn.
- There is such a tendency that the nearer the clutch disk is to the piston, the larger the amount of disk wear becomes.

Results of Analysis

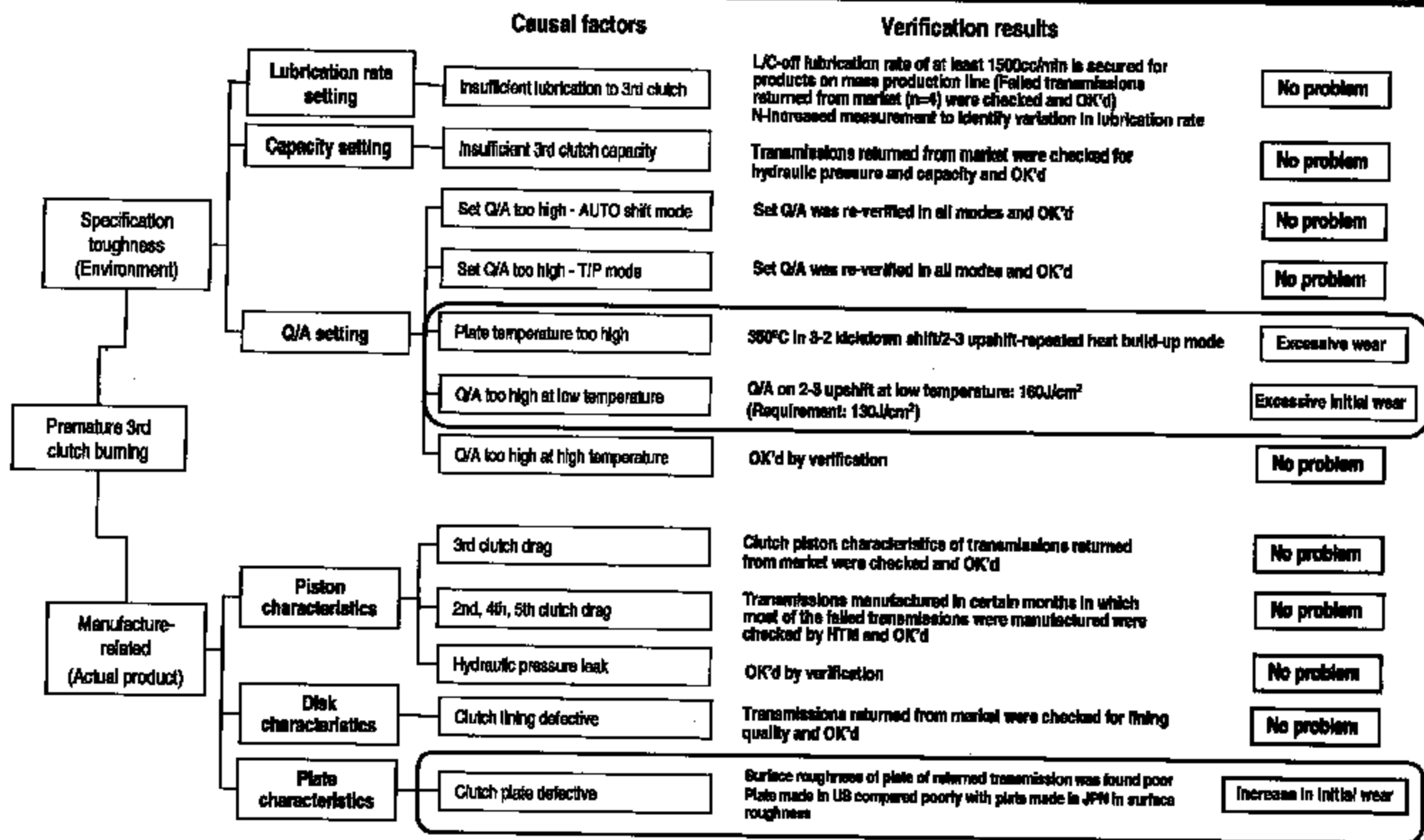
Analysis of Causal Factors of 3rd Clutch Wear and Results of Analysis



Analysis of Causal Factors of 3rd Clutch Wear and Results of Analysis



Analysis of Causal Factors of 3rd Clutch Wear and Results of Analysis as of the End of September

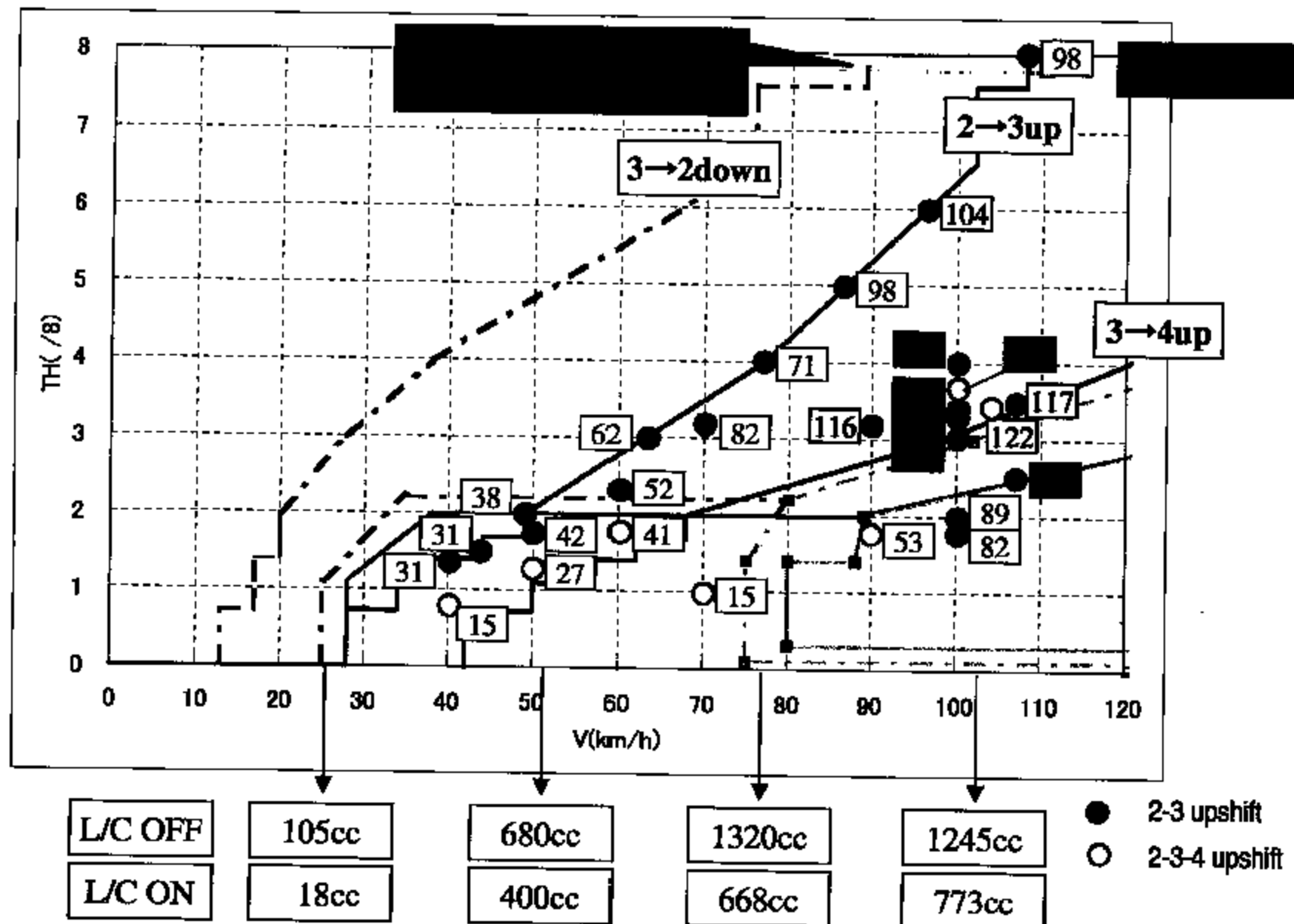


● Factors causing 3rd clutch burning were narrowed down to two factors; ① surface roughness of clutch plate and ② Q/A while shifting.

Q/A Setting Analysis Results

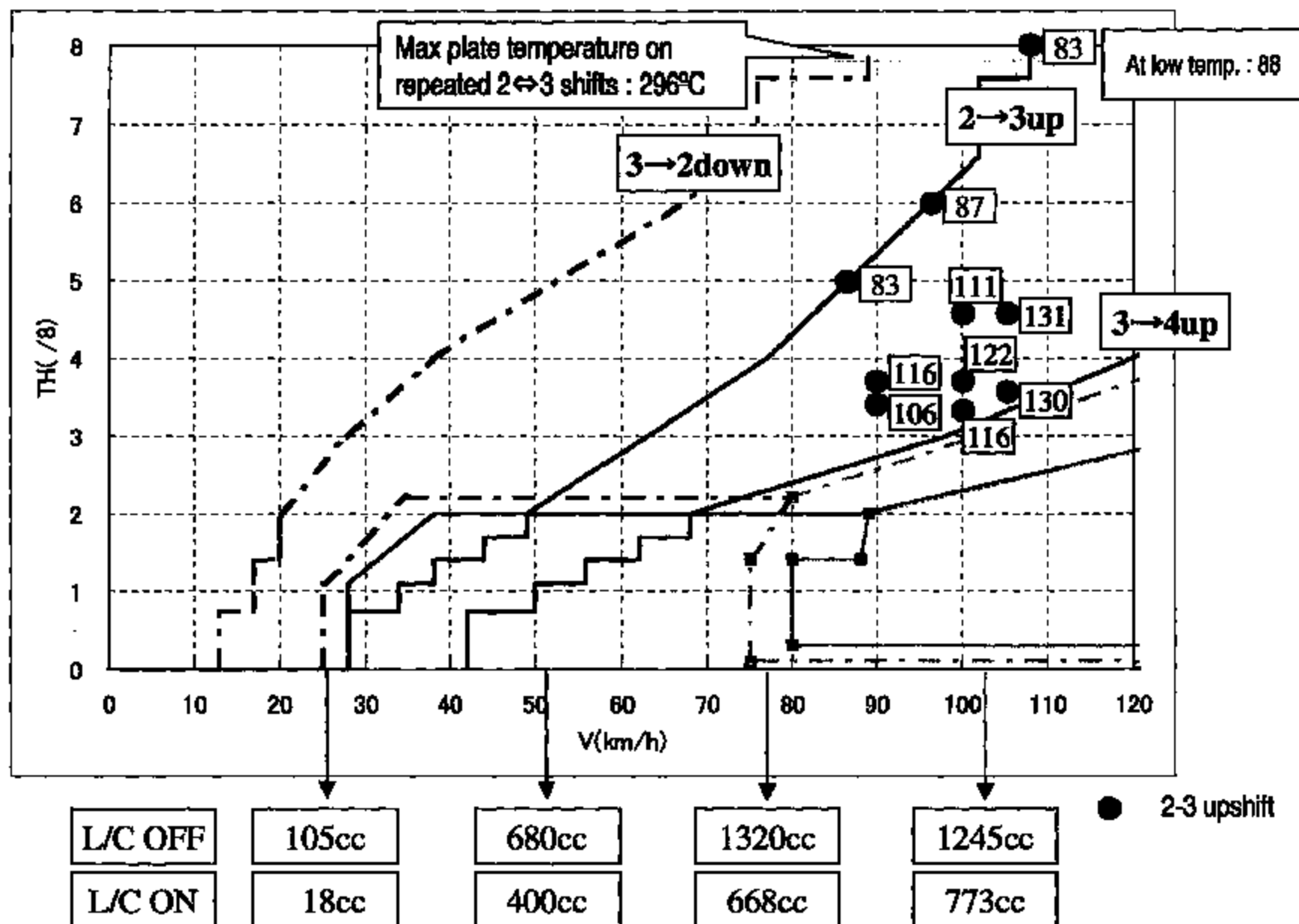
Q/A – Lubrication Rate Map

● CO-S, KA version, D range (Pre-improvement ECU)



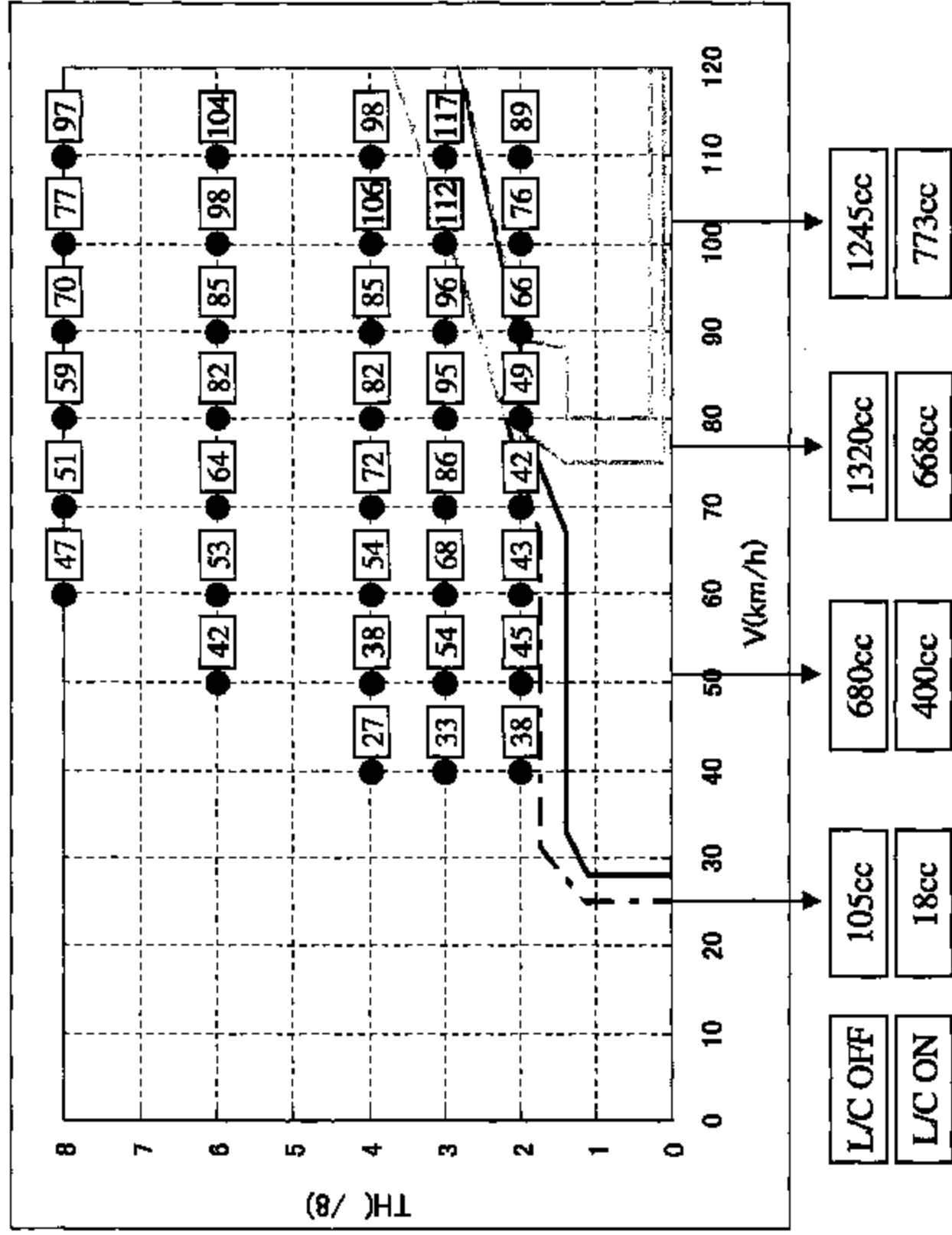
Q/A – Lubrication Rate Map

● CO-S, KA version, D range (Post-improvement ECU)



Q/A – Lubrication Rate Map

● CO-S, KA version, S-MATIC range



3rd Clutch Wear – Summary (ECU Data) as of the End of September

【Basic factor】 ECU data setting lacked propriety

- Q/A on 2-3 upshift at low temperature exceeds the requirement (160J/cm², whereas the requirement is 130J/cm²)
- Heat builds up due to frequent shifting between 2nd and 3rd (360°C, whereas allowable limit is 300°C)

Countermeasures

- Countermeasure to decrease Q/A on 2-3 upshift at low temperature :
Change in hydraulic pressure characteristics, linear solenoid compensation at low ATF temperature, and shift schedule
- Countermeasure to decrease Q/A on repeated 2-3 upshift/3-2 kickdown shift :
Change in hydraulic pressure characteristics on 2-3 upshift, increase in engine retard and change of shifting time

Verification of effectiveness of countermeasures

Comparison of clutch Q/A (J/cm ²)	CL Before C/M	CL After C/M	Requirement
Upshift (2-3) at low temperature	160	88	130 MAX
Upshift (2-3) at ordinary temperature	98	83	↑
Kickdown shift (3-2)	28	27	85 MAX
Maximum plate temperature after repeated 2-3 upshift/3-2 kickdown shift	360°C	296°C	Target 300°C MAX

- ECU data change (review of hydraulic pressure, shift schedule, etc.) Applied in May

Surface Roughness Analysis Results

Difference in clutch plate manufacturing process

US old process

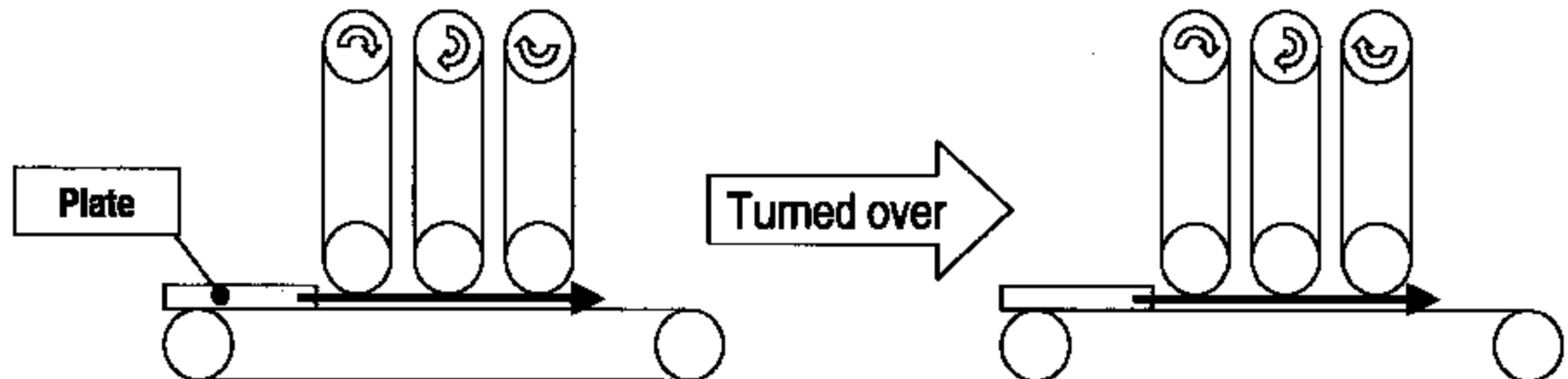
**Sanding line (Both-side finishing (lapping) process :
Surface grinding machine with 3 wheel heads × 2 machines)
Sand #400 / Sand #400 / Cork #400**

JPN process

**Sanding line (Both-side finishing (lapping) process :
Surface grinding machine with 3 wheel heads × 2 machines)
Cork #600 / Cork #600 / Used Cork #600**

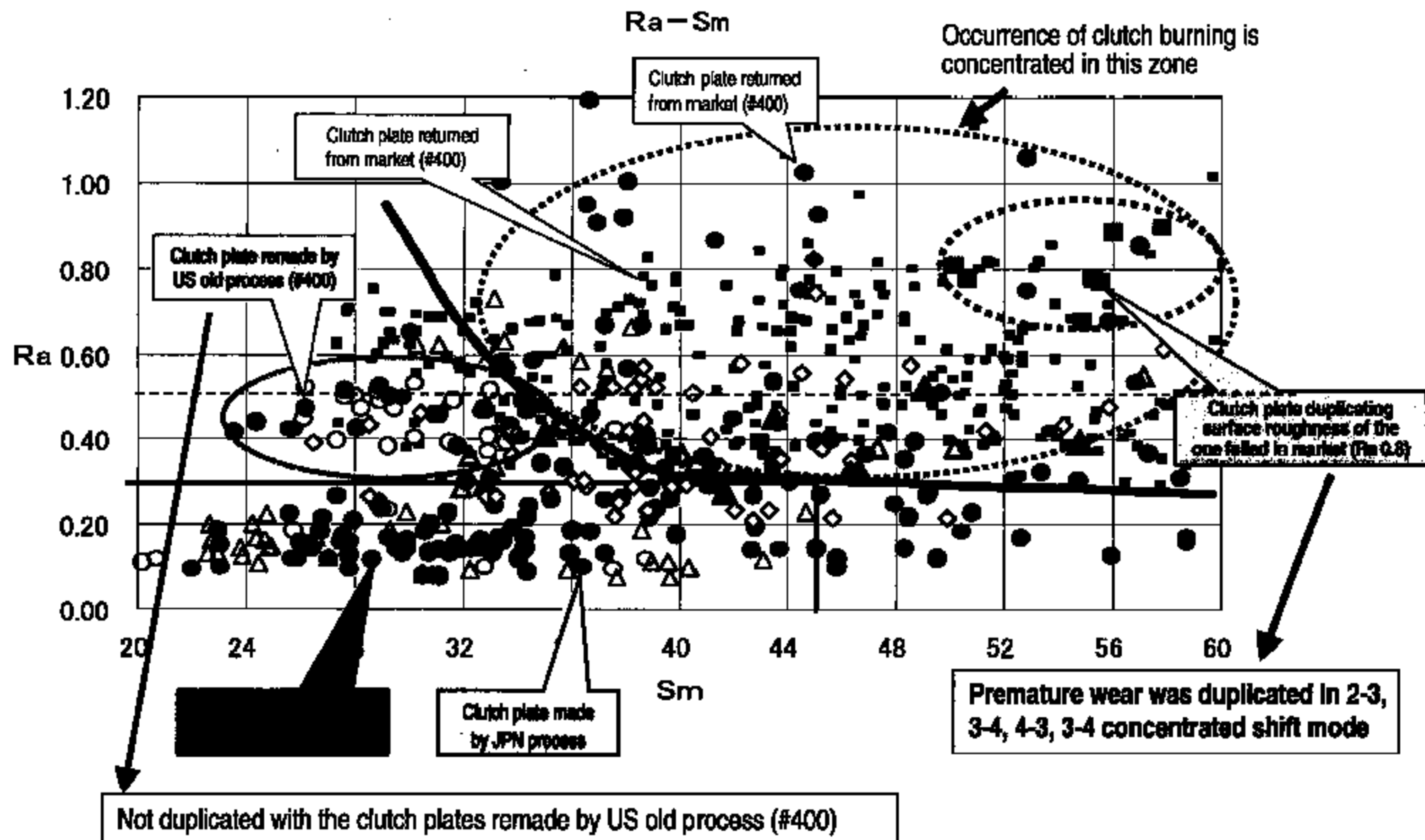
**US new process
(March 2000~)**

**Sanding line (Both-side finishing (lapping) process :
Surface grinding machine with 3 wheel heads × 2 machines)
Changed to Sand #600 / Cork #600 / Used Cork #600**



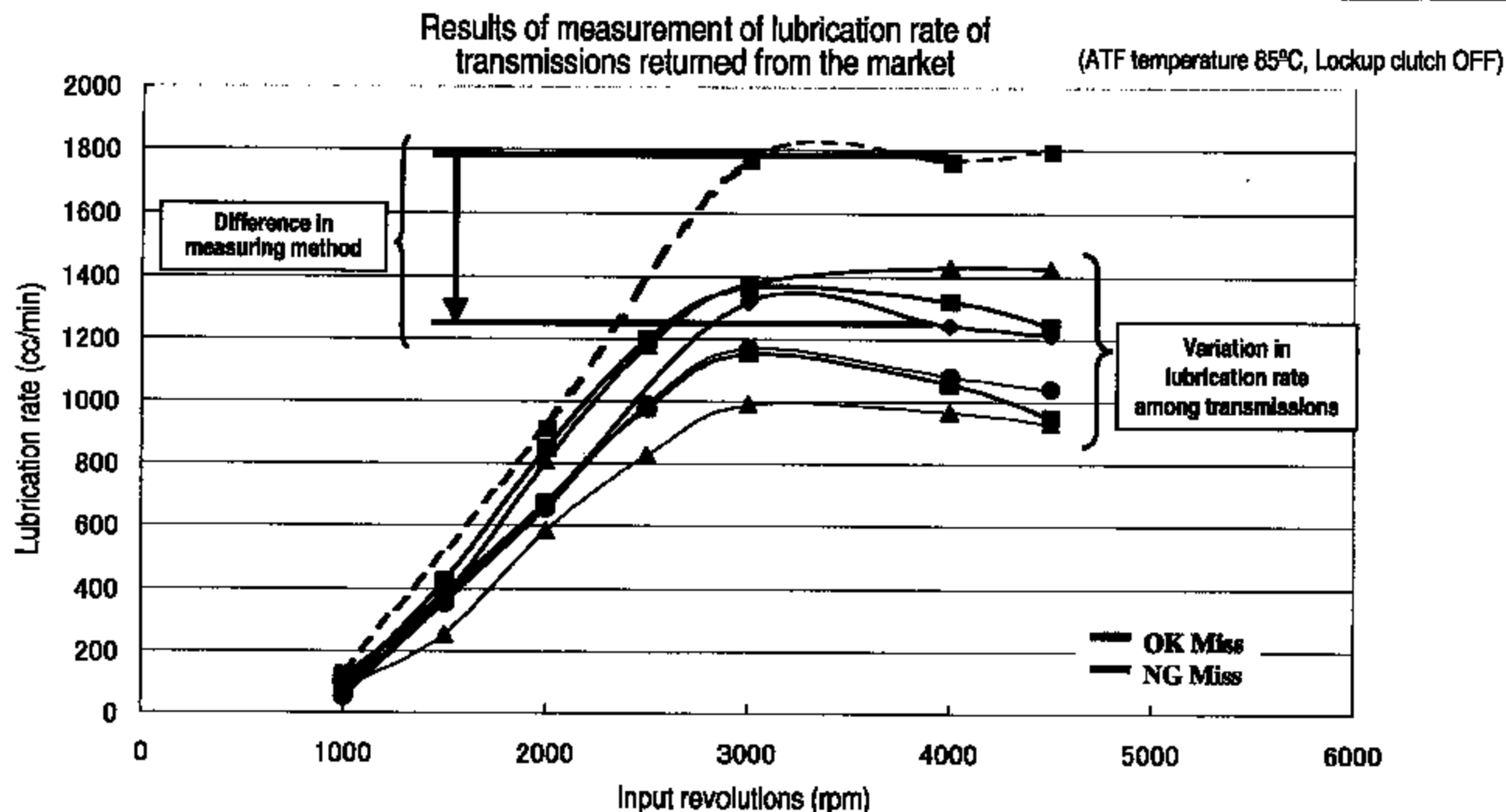
3rd Clutch Wear – Summary of Surface Roughness Data as of the End of September

【Causal factor of sharp increase】 Worsening of clutch plate surface roughness level



Lubrication Rate Analysis Results

Lubrication Rate of Transmissions Returned from the Market

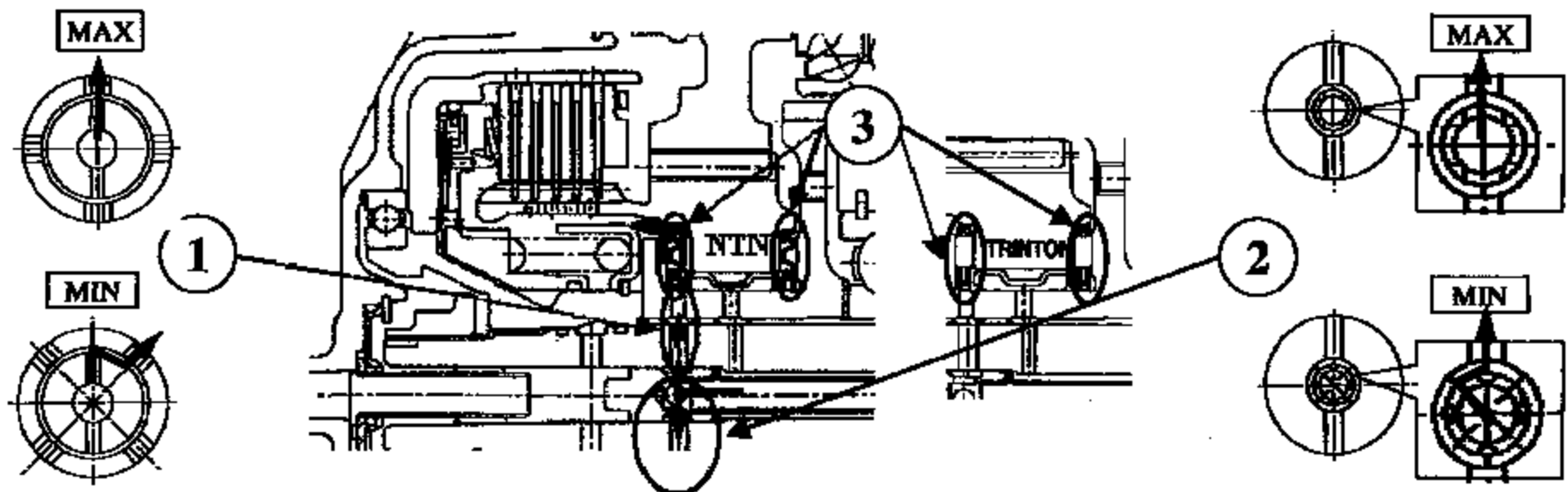


- Variation in lubrication rate among transmissions was about 475cc/min at 4000rpm.
- There was no difference in change in lubrication rate attendant upon change in rpm between the clutch wear OK transmissions and clutch wear NG transmissions returned from the market.
- When the accuracy of lubrication rate measurement was improved (by making a change to a jig that can better simulate the actual condition), the absolute value of lubrication rate was decreased by 530cc/min (at 4000rpm).

Analysis of Causal Factors of Variation in Lubrication Rate

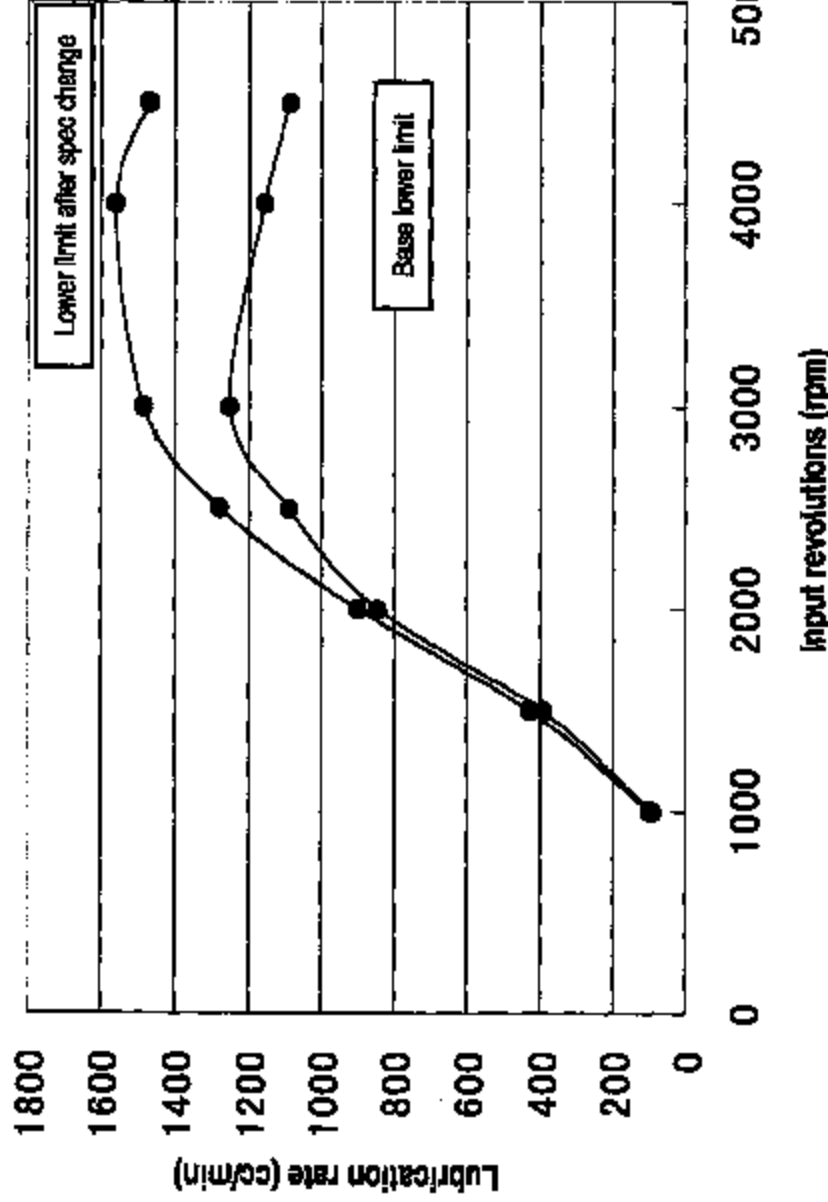
No.	Tested transmission	Causal factors of variation		Lubrication rate (cc/min)	
		Causal factor	Specification	4000rpm	Variance
1	B7WA-8031226	Phase difference between washer groove and C/S oil hole	MAX	1395	210
			MIN	1185	
2	M7WA-1010482	Phase difference between plug oil hole and C/S oil hole	MAX	1365	45
			MIN	1320	
3	M7WA-1027912	Difference in manufacture of C3 thrust bearing	Made by TRINTON	1058	157
			Made by NTN	1215	

Lockup clutch : OFF
ATF temperature : 85°C

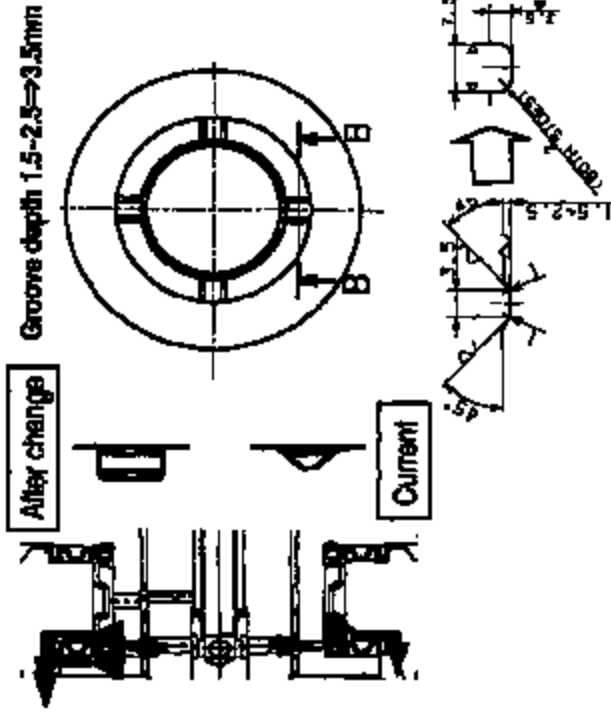


- Lubrication rate varies by about 210~250cc/min (at 4000rpm) according to assembly phase.
- Lubrication rate varies by about 160cc/min (at 4000rpm) according to bearing specification.
(Bearing of NTN make compares advantageously with bearing of TRINTON make in lubrication rate.
At present, only the bearing of NTN make is used.)

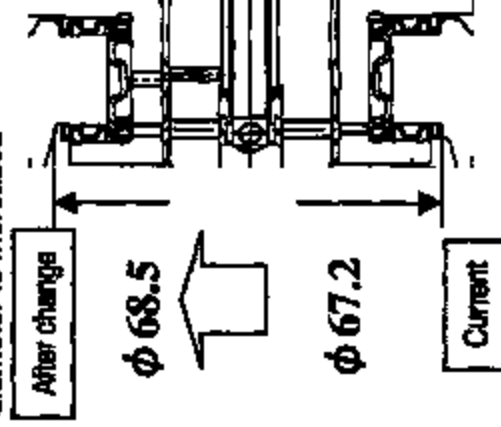
Specification Change for Better Lubrication



- C-3 washer oil groove depth is increased



- C-3 gear needle pocket inside diameter is increased



Confirmation of effect of specification change

By increasing the depth of oil groove in washer and the inside diameter of C-3 gear needle pocket,

- The lower limit of lubrication rate was raised by about 410cc/min at 4000rpm.
- After it is proved by N-Increased check that the specification change is wholly effective and that there is no negative aspect, the specification change is applied in mass production for the purpose of reducing variation in lubrication rate and raising the lower limit of lubrication rate. (Drawing issue will be on November 15)

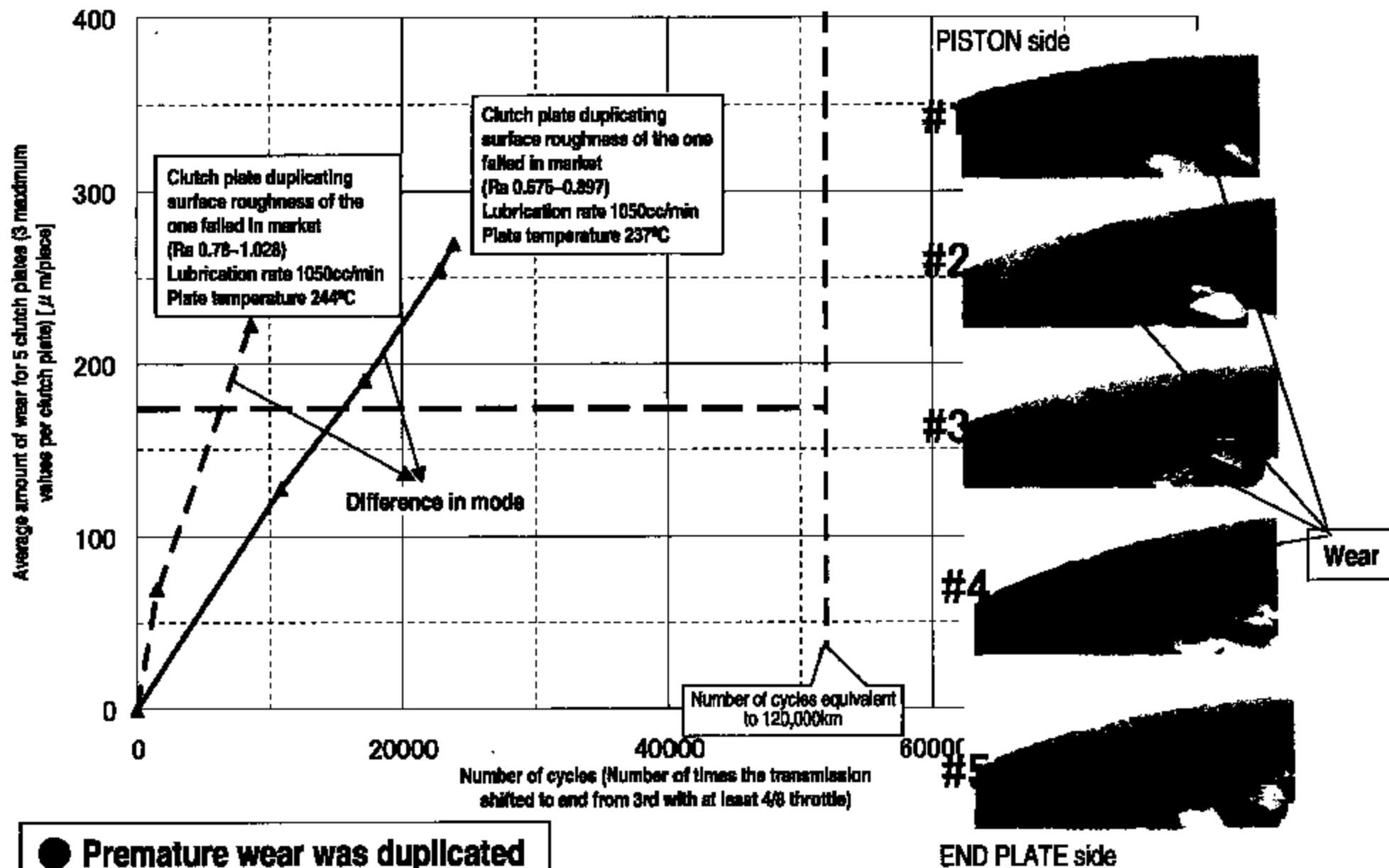
Duplication Test Results

Bench Duplication Test Results

2-3, 3-4, 4-3, 3-4 Concentrated Shift Mode

Clutch wear and number of durability cycles

Test was carried out using
pre-improvement ECU

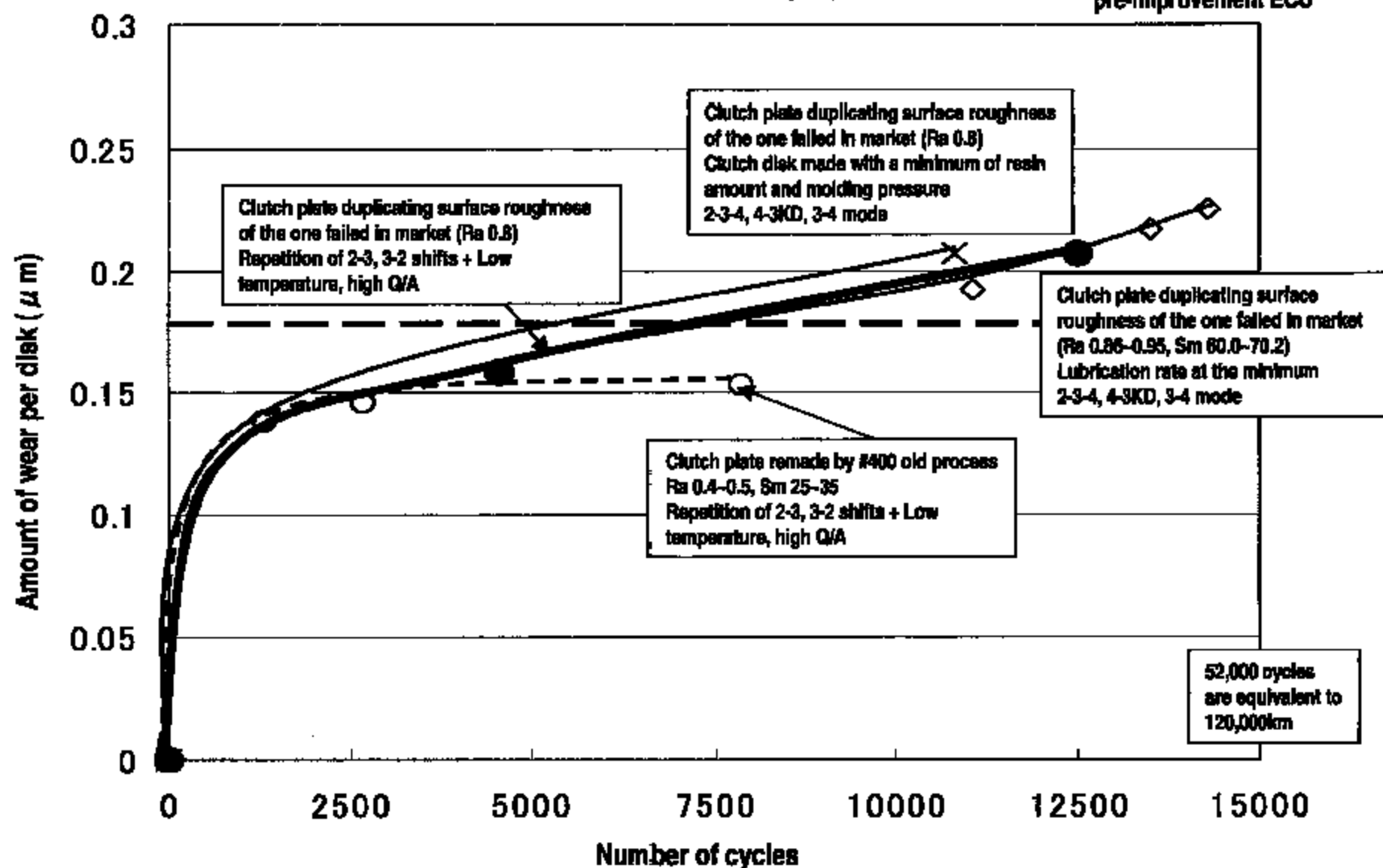


Actual Vehicle Duplication Test Results

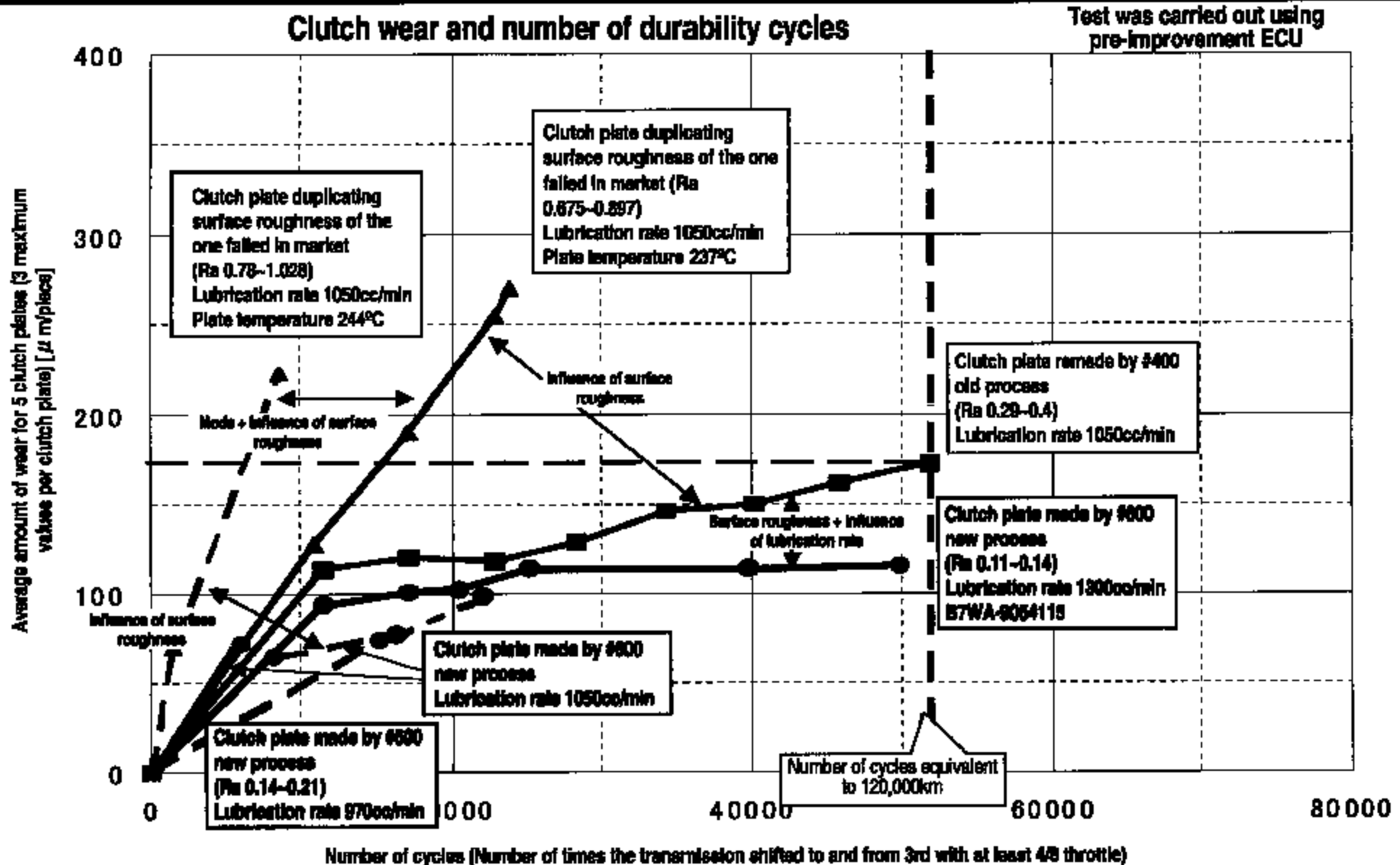
2-3, 3-4, 4-3, 3-4 Concentrated Shift Mode

Test was carried out using
pre-improvement ECU

Clutch wear and number of durability cycles



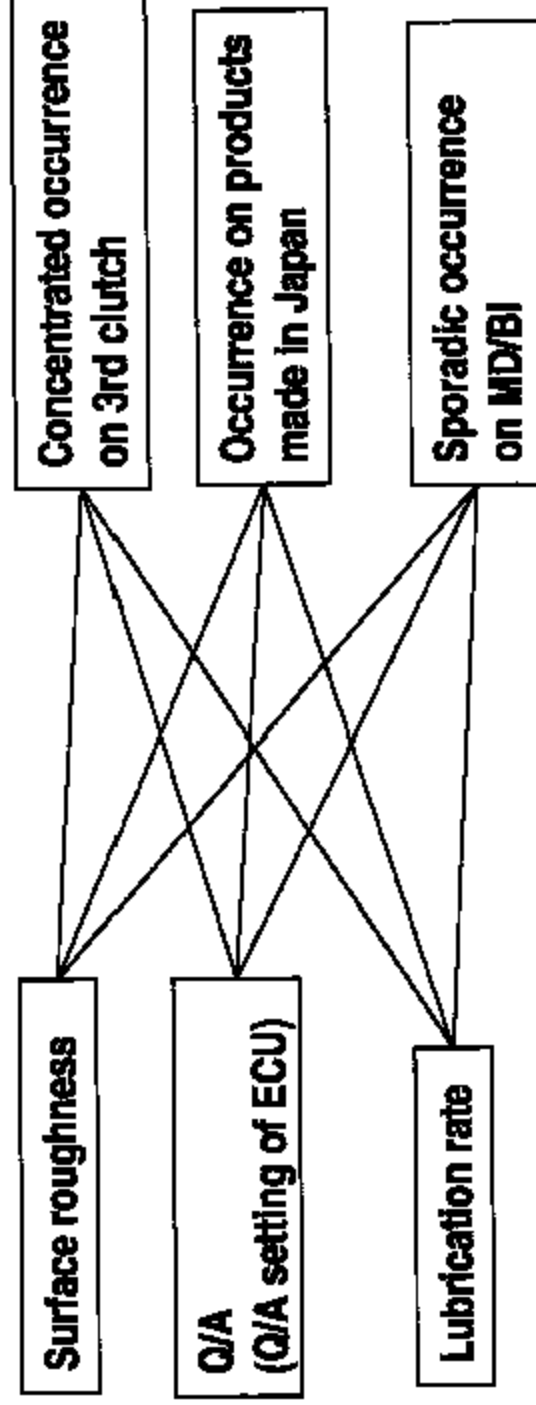
● Premature wear was duplicated



- Surface roughness has a great influence on clutch wear. What influence lubrication rate and ECU have on clutch wear should be clarified.
- The test conducted using clutch plates remade by #400 old process (Ra 0.3-0.4) and the pre-improvement ECU has met with OK result, however, clutch plates and ECU require further verification as to specification lower limit.

Summary

- The test conducted using clutch plates remade by #400 old process (Ra 0.3~0.4) and the pre-improvement ECU has met with OK result, however, clutch plates and ECU require further verification as to specification lower limit. (~ November 15)
- High Q/A (Q/A setting of ECU) is considered to be a fundamental factor in the causation of 3rd clutch wear.
- The major factor lying behind the rapid increase of incidence in products made in US is that the "surface roughness of clutch plate took a turn for the worse."
Duplication test revealed that the clutch plate surface roughness had a very great influence on clutch wear.
- Specification change is made to reduce variation in lubrication rate and raise the lower limit of lubrication rate. (Drawing issue will be on November 15)
- Regarding the "Q/A" that is a fundamental factor and the "lubrication rate," analysis is continued as to the extent of influence exerted by these factors to identify the factors involved in the occurrence on products made in Japan, sporadic occurrence on MD/BI, and concentrated occurrence on 3rd clutch. (~ End of November)



TL / CL 3rdクラッチ摩耗

2002/11/7 T2/T3

3速クラッチ磨耗

事象

00～02M 3. 2 TL/CLにて発生

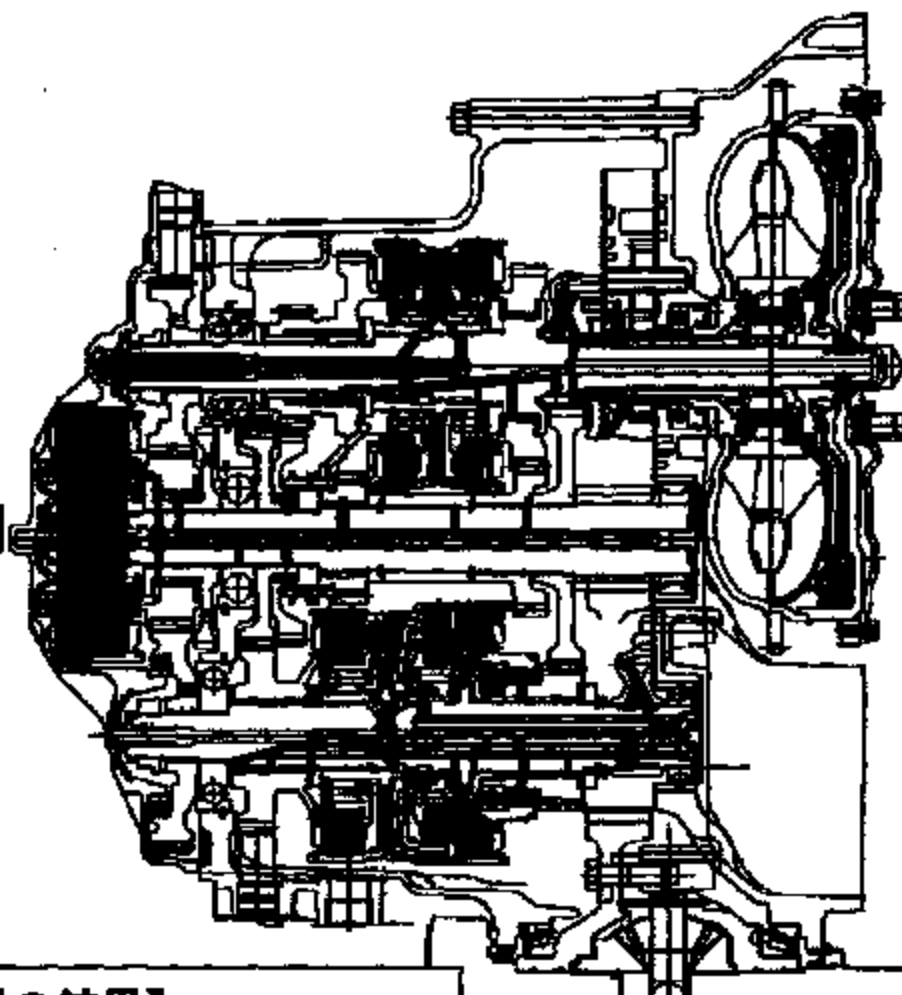
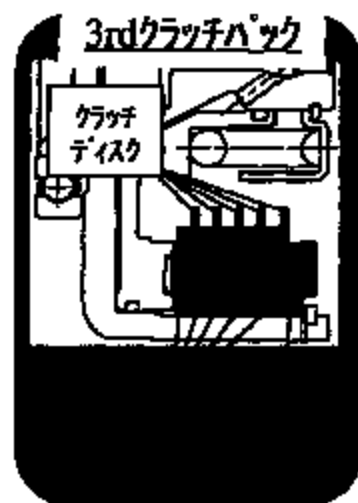
お客様の打ち上げ

2-3変速時のNo吹き

2-3変速時ジャーダー

NO 3速ギヤ

etc.



事象品確認結果(3rdクラッチ)



クラッチフェーシング

【一次解析の結果】
3RDクラッチの焼け、異常摩耗が発見された



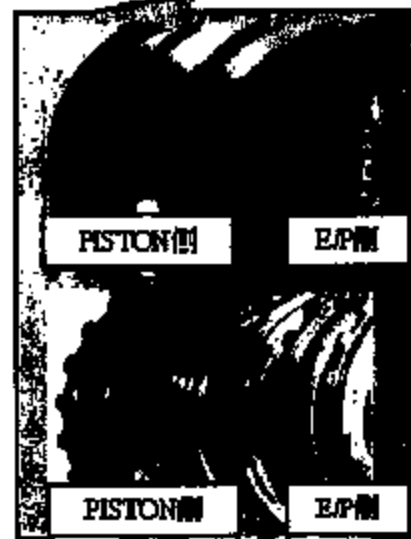
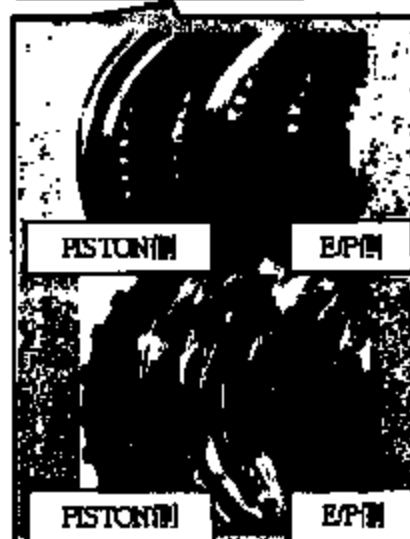
3RDについての解析

市場戻りMiss.解析結果

1. 外観チェック

		US生産								JPN生産			
Miss. No.		B7WA-8031226		B7WA-9044757		B7WA-9027013		B7WA-504222		M7WA-1033139		M7WA-1038579	
製造日		?		2001/9/4		2001/6/12		2002/2/18		?		2000/3/7	
発生日		?		2002/8/27		2002/7/10		2002/8/8		?		2002/9/11	
訴え事象		5-2 DOWN		SLIPS		NOT SHIFTING		SLIPS		?		HARD SHIFTS	
走行距離		49058 MIL		8035 MIL		20315 MIL		15683 MIL		48419 MIL		86202 MIL	
焼けレベル		3rd		フェーシング摩滅(大)		フェーシング摩滅		フェーシング摩滅(軽)		フェーシング摩滅(軽)		フェーシング摩滅(大)	
3rd クラッチ DISK 摩耗量	内/外	内側	外側	内側	外側	内側	外側	内側	外側	内側	外側	内側	外側
	1	0.722	0.731	0.681	0.634	0.746	0.734	0.726	0.711	0.605	0.587	0.733	0.728
	2	0.727	0.725	0.682	0.69	0.736	0.72	0.508	0.386	0.679	0.671	0.726	0.718
	3	0.728	0.711	0.669	0.677	0.729	0.72	0.533	0.639	0.612	0.649	0.711	0.706
	4	0.369	0.451	0.466	0.492	0.519	0.56	0.638	0.643	0.143	0.149	0.497	0.533
	5	0.181	0.198	0.143	0.182	0.095	0.123	0.099	0.16	0.126	0.17	0.148	0.17
	Max	0.728	0.731	0.682	0.69	0.746	0.734	0.726	0.711	0.679	0.671	0.733	0.728

クラッチディスク
ク状態



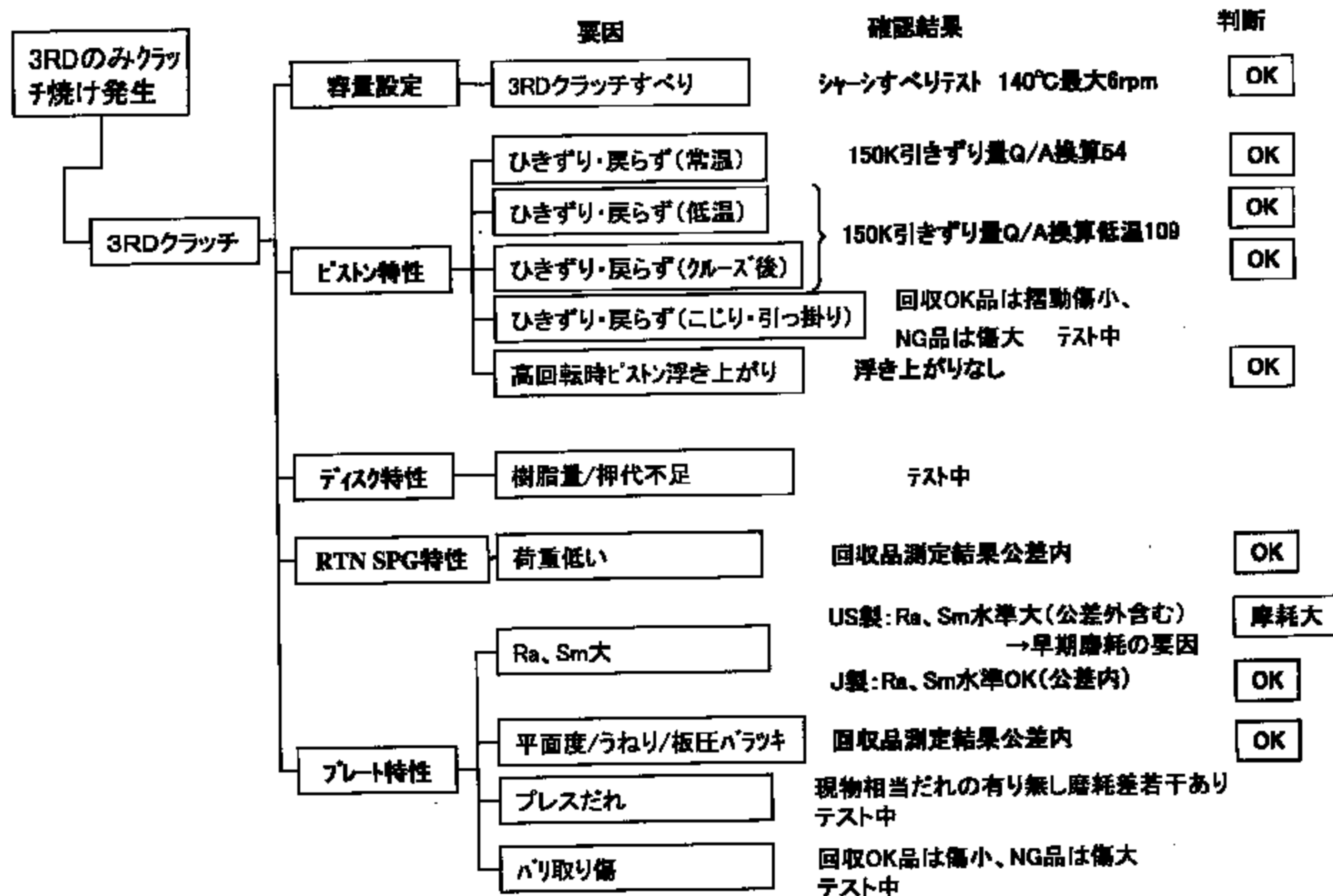
クラッチプレート
ト状態



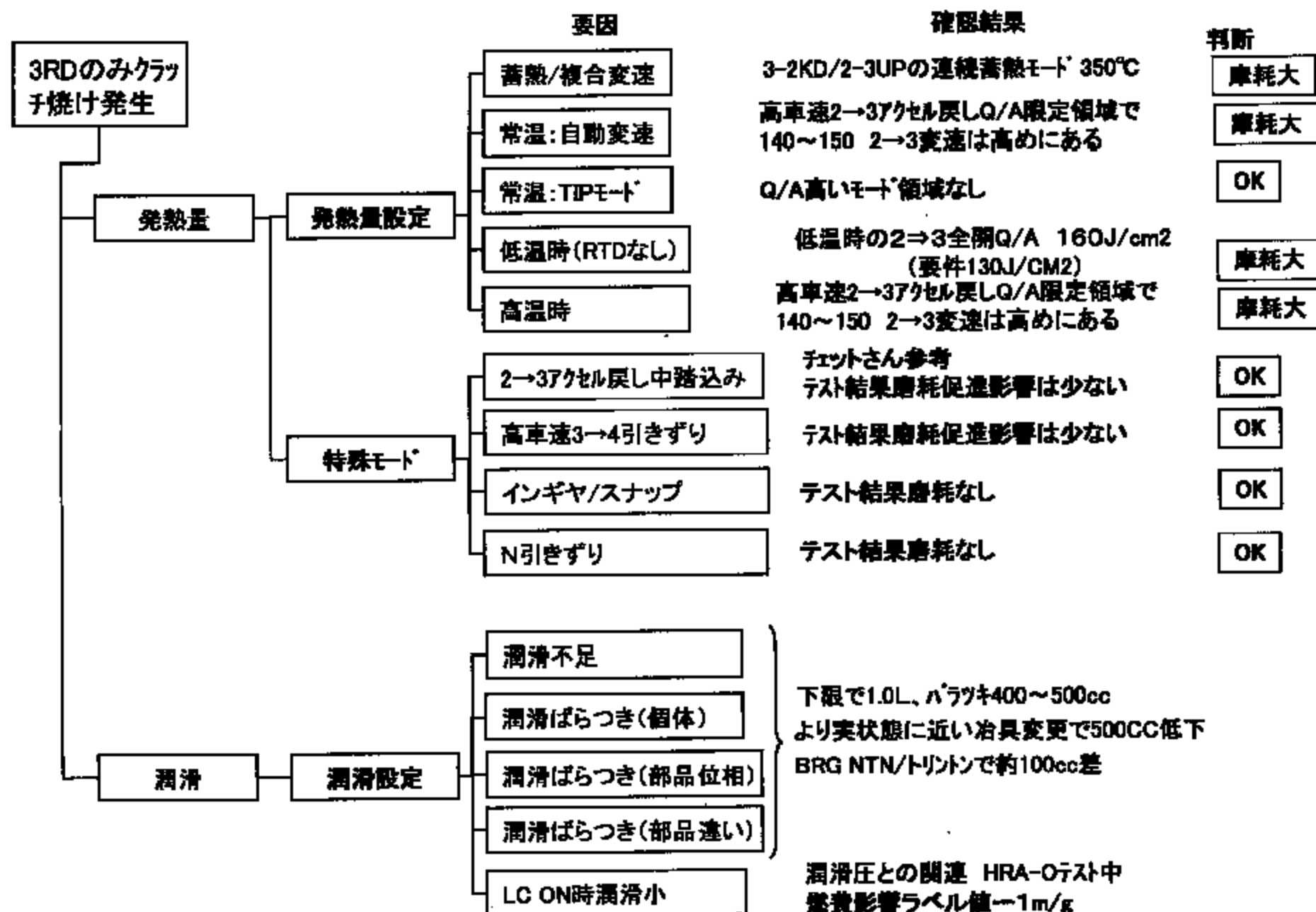
- ディスク摩耗形態としては、温度が高くなり炭化して摩耗しているのではなく、やすりで削がれたような剥離・摩耗である。
- 3RD以外のクラッチは、異常な摩耗・焼けの発生はない。
- 摩耗はピストン側のディスク程大きい傾向になっている。

解析結果

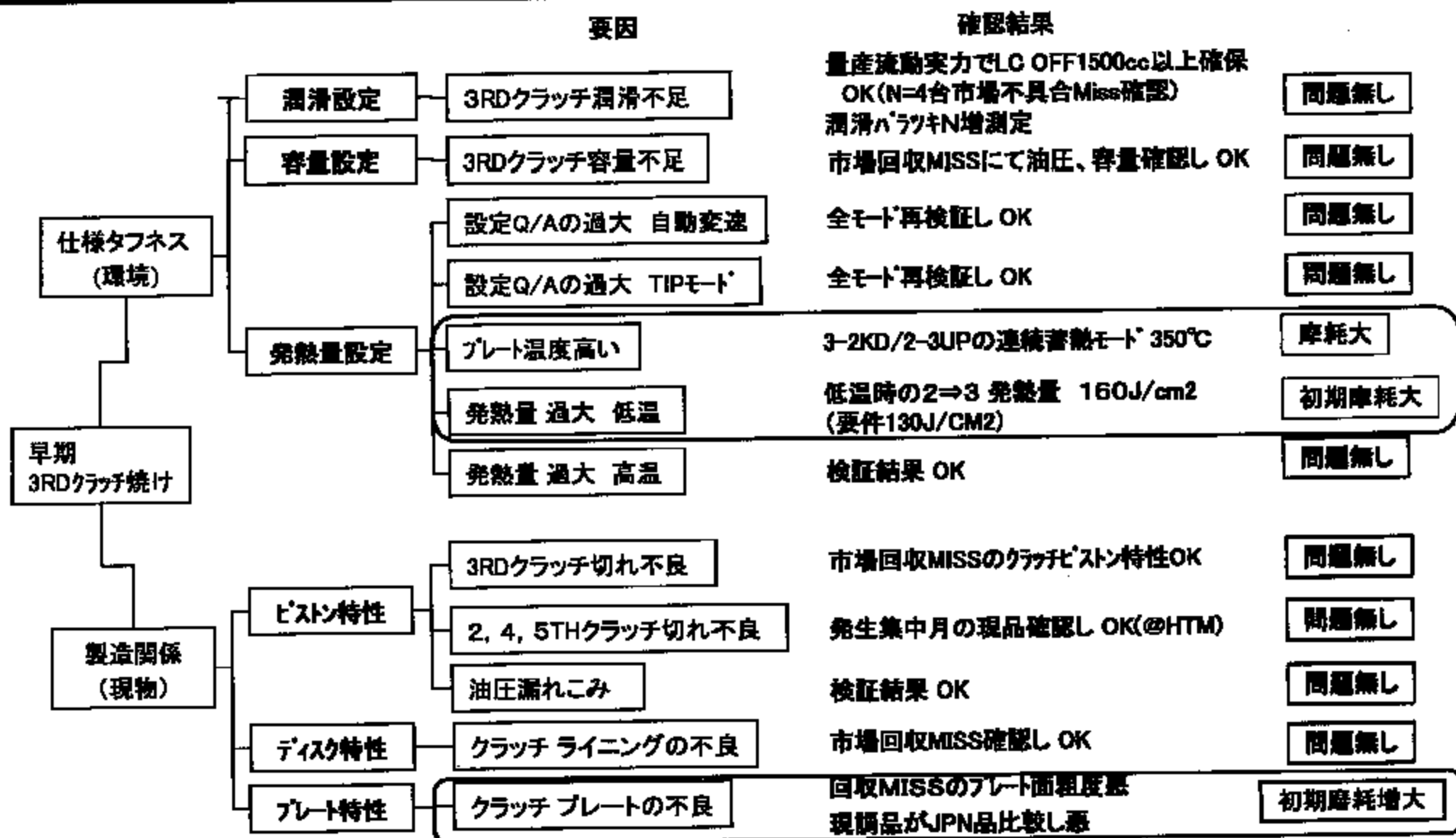
3速クラッチ磨耗 要因分析と解析結果



3速クラッチ磨耗 要因分析と解析結果



3速クラッチ磨耗 要因分析と解析結果 9月末

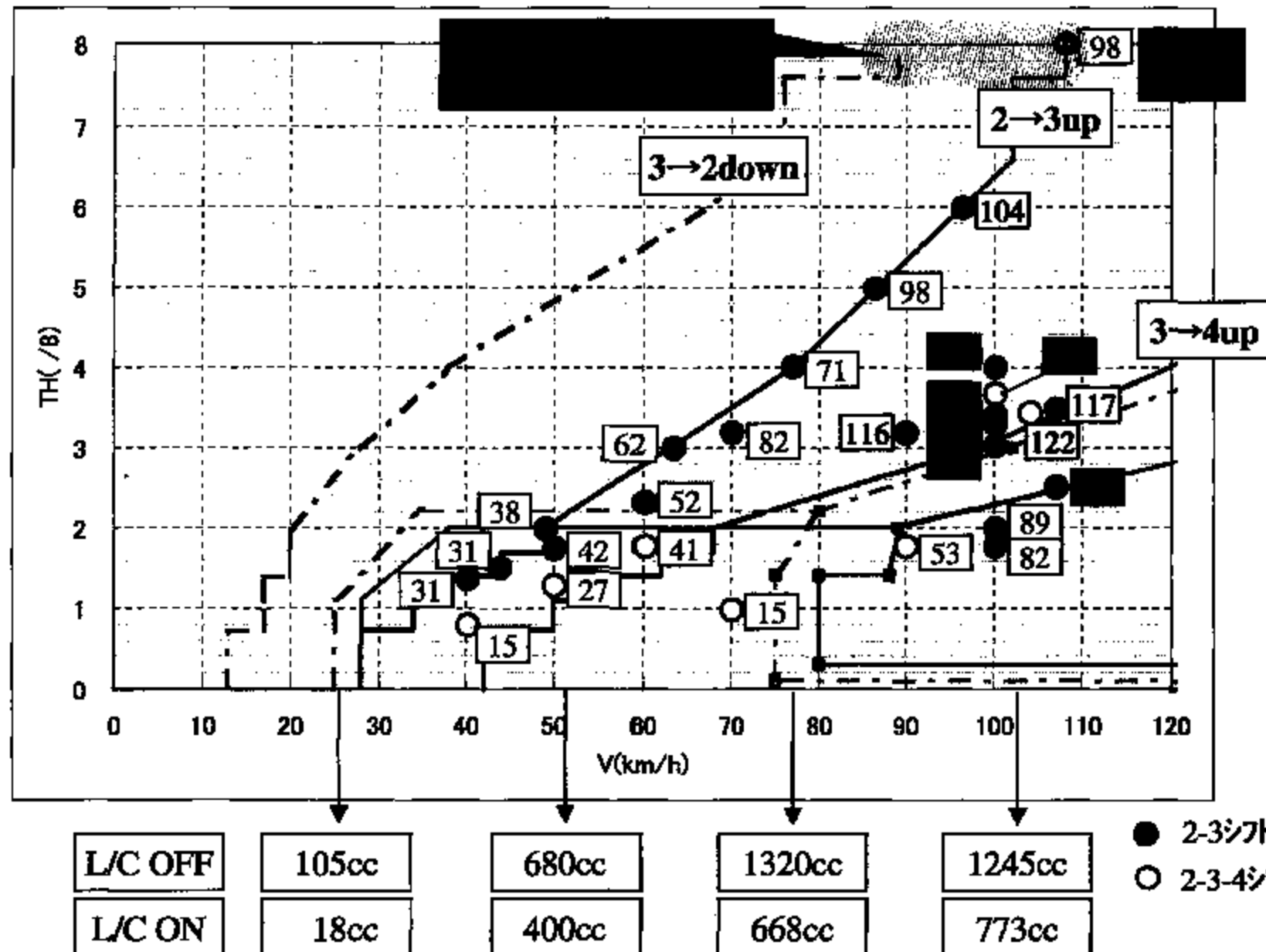


●3RDクラッチ焼けの要因として①プレート面粗度 ②変速時の発熱量に要因絞込み

発熱量設定解析結果

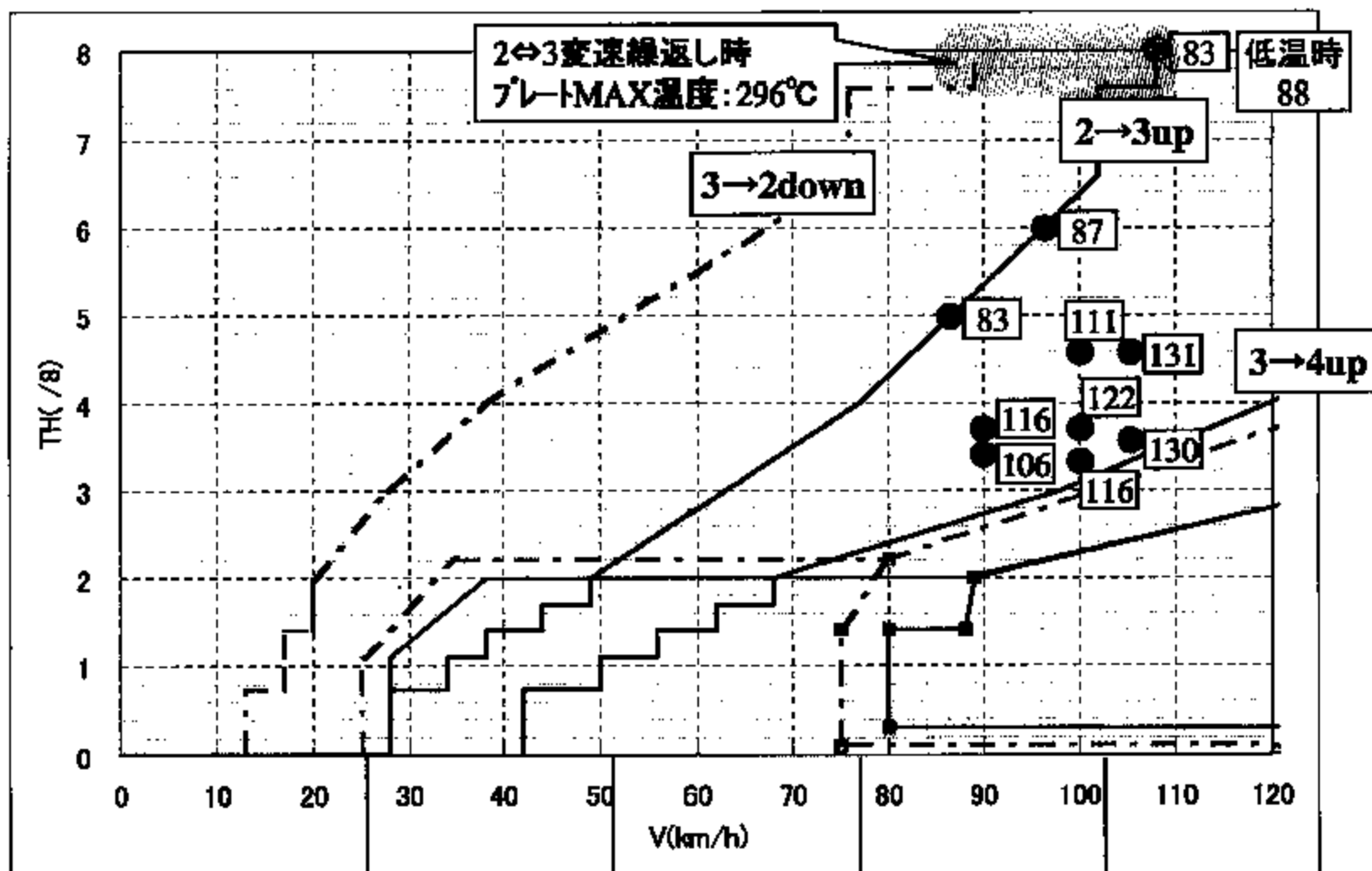
Q/A-潤滑 MAP

●CO-S KA仕様 Dレンジ(対策前ECU)



Q/A-潤滑 MAP

●CO-S KA仕様 DLレンジ(対策後ECU)



● 2-3シフトUP時

L/C OFF

105cc

680cc

1320cc

1245cc

L/C ON

18cc

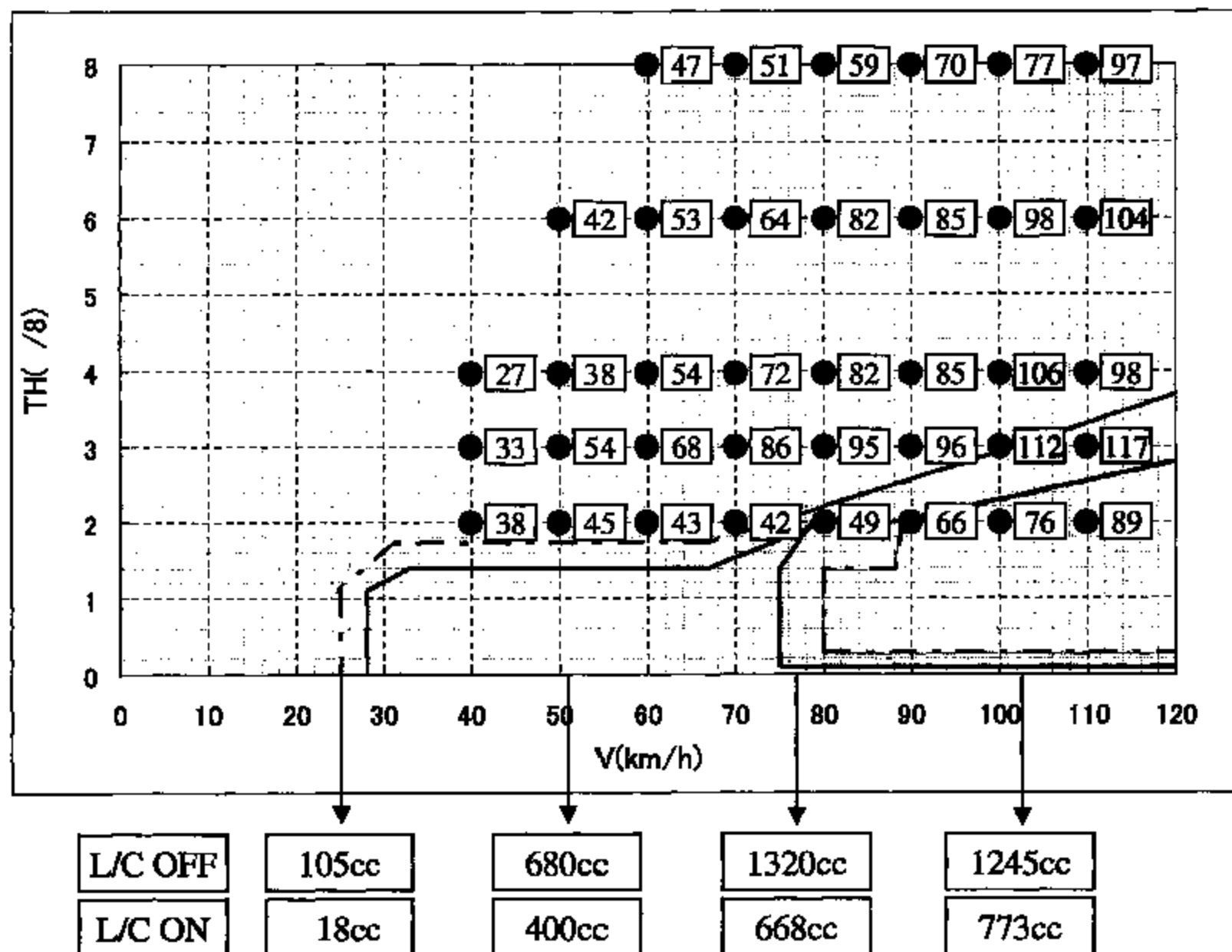
400cc

668cc

773cc

Q/A-潤滑 MAP

●CO-S KA仕様 S-MATICレンジ



3速クラッチ磨耗 まとめ ECUデータ 9月末

【ベース要因】 ECUデータ設定の不不足

- 低温時2-3アップ時の、発熱量オーバー (160J/cm²、要件130J/cm²)
- 2速⇄3速間の頻繁な変速による蓄熱 (360℃、許容値300℃)

対策内容

- 低温時2-3アップの対策: 油圧特性、リニソL ATF低温補正量、変速特性の変更
- 2-3、3-2変速繰り返しの対策: 2→3変速時の油圧特性、ENG RTD量増加及び時間の変更

対策前後の確認結果

クラッチ発熱量比較 (J/cm ²)	CL 対策前	CL 対策後	要件値
低温アップシフト (2-3)	160	88	130以下
常温アップシフト (2-3)	98	83	↑
キックダウン (3-2)	28	27	85以下
2-3、3-2変速繰返し後の プレートMAX温度	360℃	296℃	目標値 300℃以下

● ECUデータ変更(油圧、変速特性etc.の見直し) 5月適用

面粗度解析結果

原因解析 ④ CLUTCH PLATE面粗度

PLATE製造工程差

US旧工程

サンディングライン(両面仕上げ工程 3頭平面研削機 × 2台)

サント#400 / サント#400 / コルク#400

JPN工程

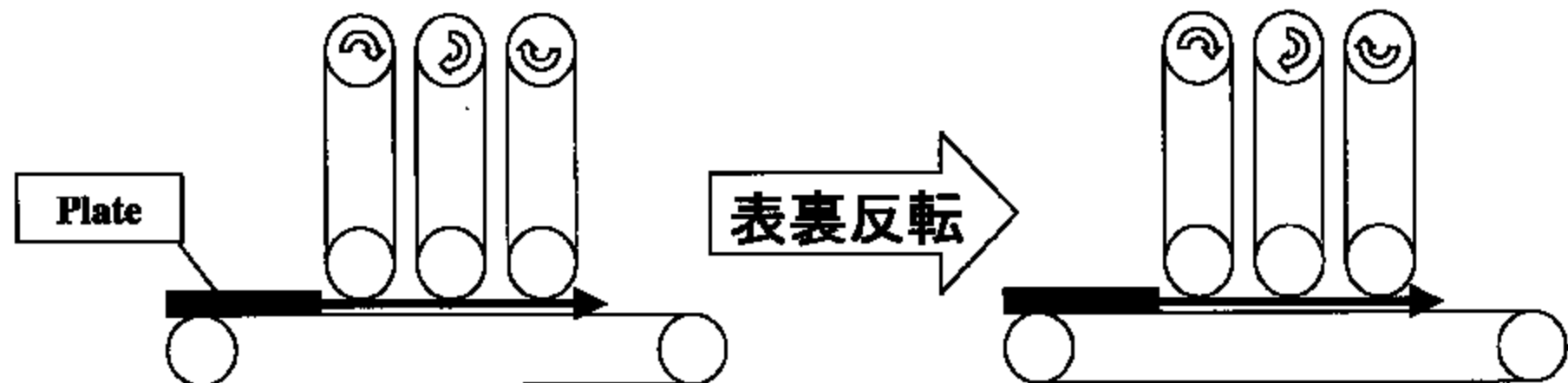
サンディングライン(両面仕上げ工程 3頭平面研削機 × 2台)

コルク#600 / コルク#600 / コルク#600(使用済み)

US対策工程 02年3月～

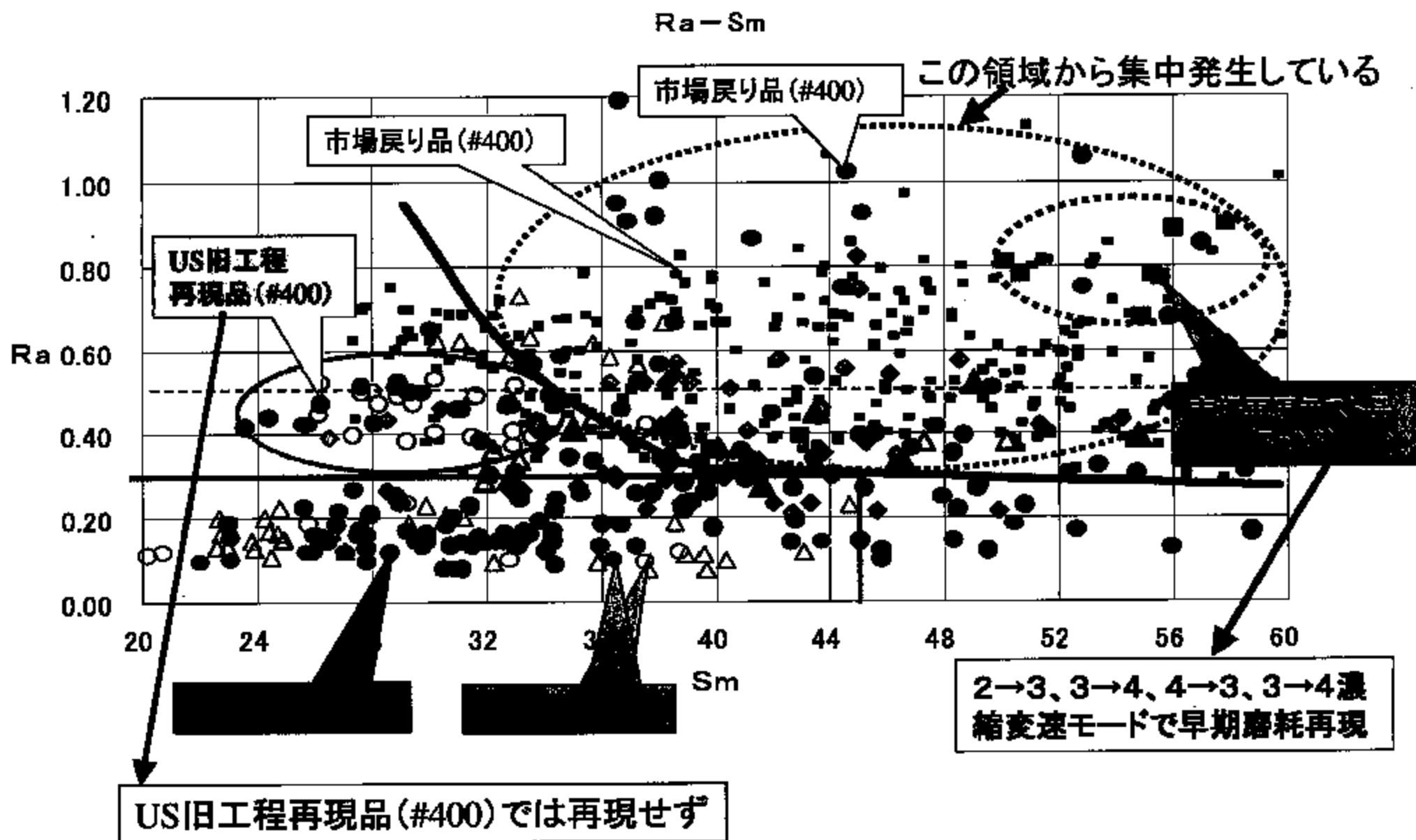
サンディングライン(両面仕上げ工程 3頭平面研削機 × 2台)

対策 ⇒ サント#600 / コルク#600 / コルク#600(使用済み)



3速クラッチ磨耗 まとめ 面粗度 9月末

【急増要因】 クラッチプレート面粗度水準の悪化

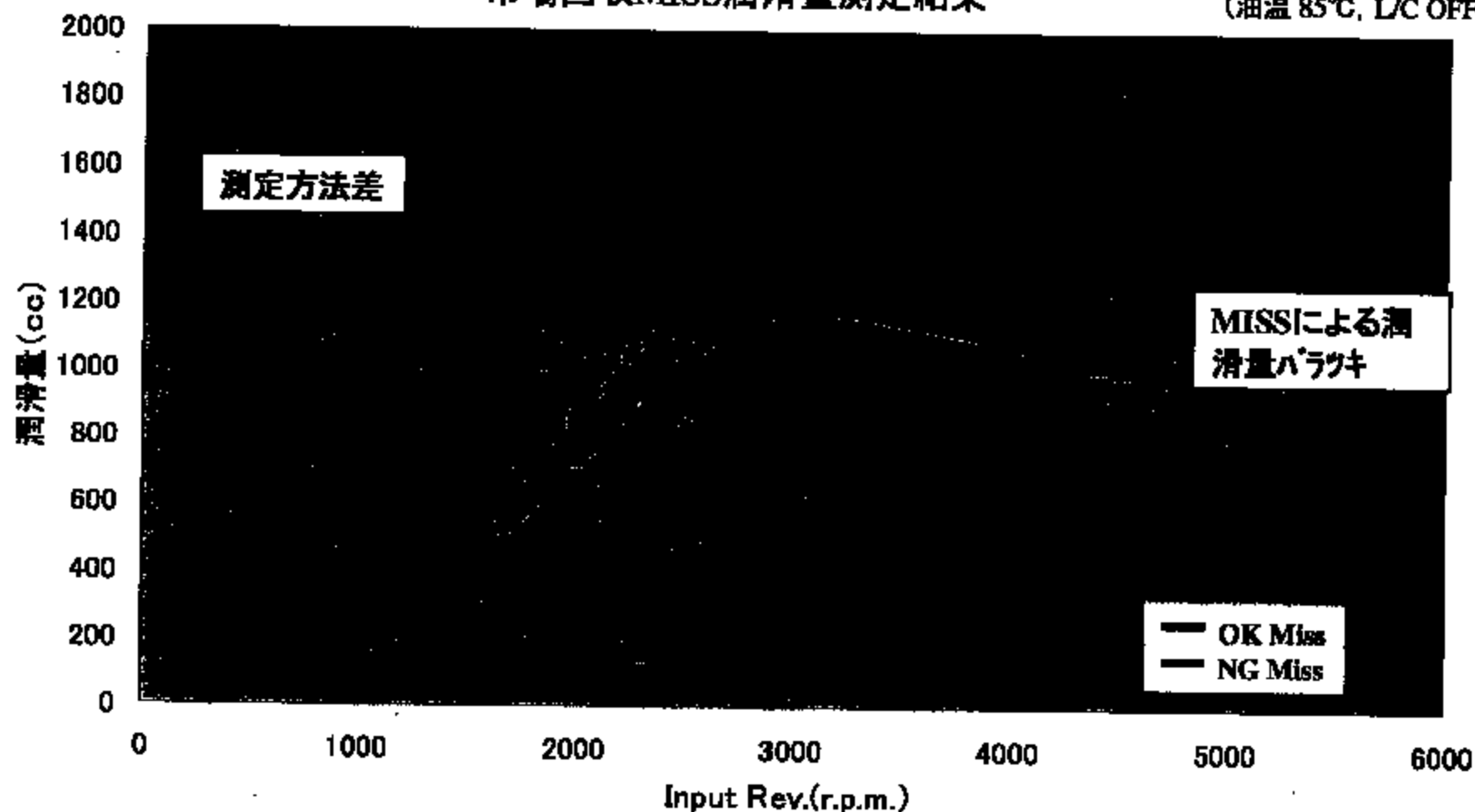


潤滑量解析結果

市場戻りMiss.の潤滑量

市場回収MISS潤滑量測定結果

(油温 85°C, L/C OFF)



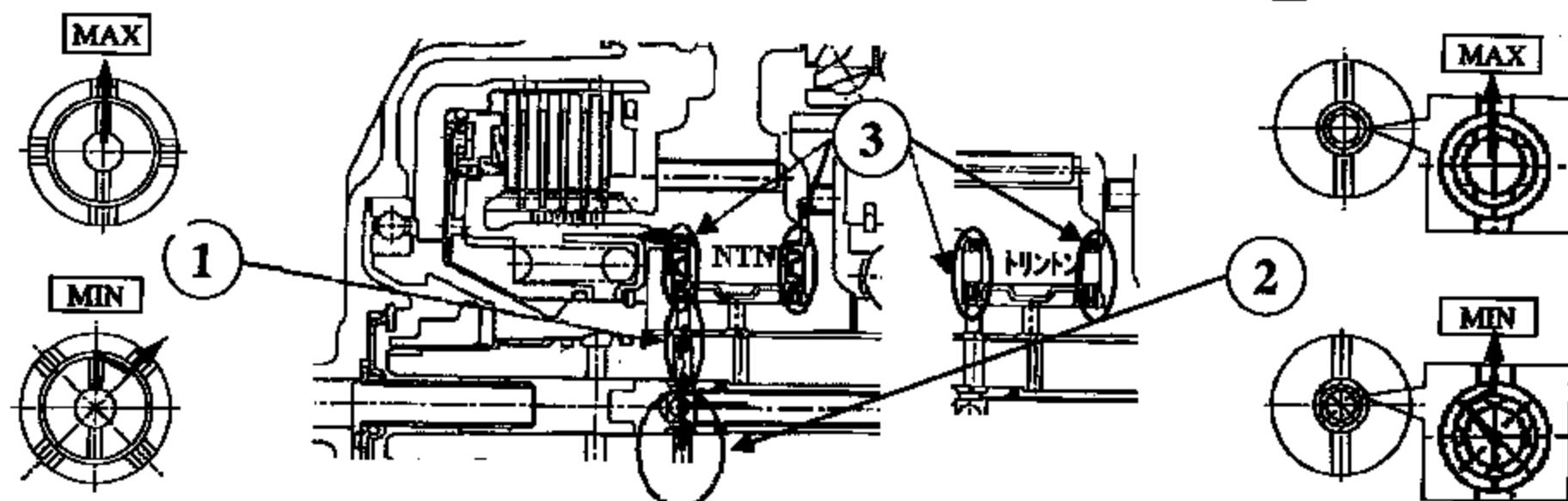
- 数値結果、Missにより、潤滑量のバラツキが約475cc/min @4000rpm有る
- ただし、市場回収品のクラッチ磨耗OK/NGのMISSの潤滑量に傾向は無し
- 潤滑測定精度UP(より実際状態に変更)結果、潤滑量の絶対値は530cc/min (@4000rpm) 減少

潤滑量バラツキ要因解析

No.	テストMiss.	バラツキ要因確認		潤滑量(CC/min)	
		バラツキ要因	確認仕様	4000rpm	差
1	B7WA-8031226	ワッシャー溝とC/Sオイル穴の位相差	MAX	1395	210
			MIN	1185	
2	M7WA-1010482	プラグオイル穴とC/Sオイル穴の位相差	MAX	1365	45
			MIN	1320	
3	M7WA-1027912	C3スラストBrG メーカー違い	トリントン製	1058	157
			NTN製	1215	

L/C : OFF

油温 : 85℃

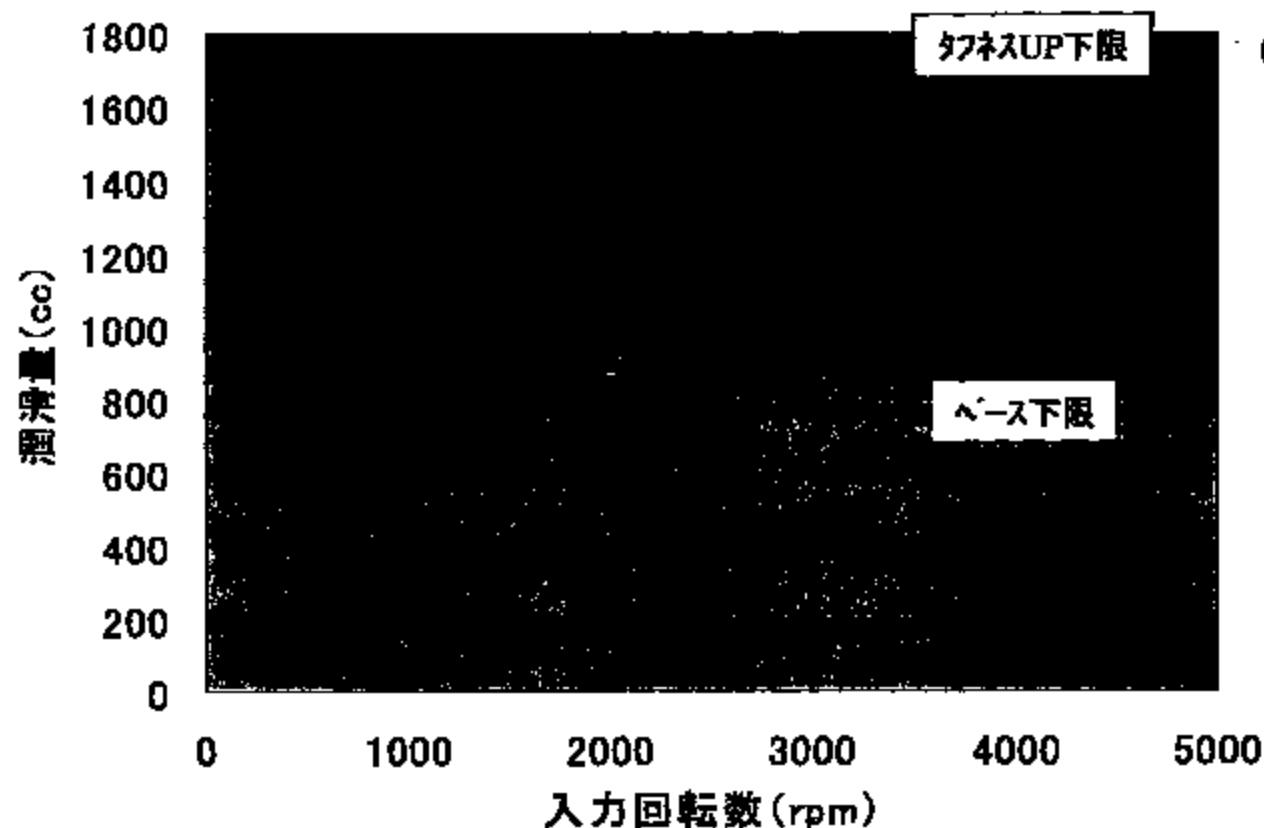


●組付け位相により、約210~250cc/min (@4000rpm) の潤滑量が変化する。

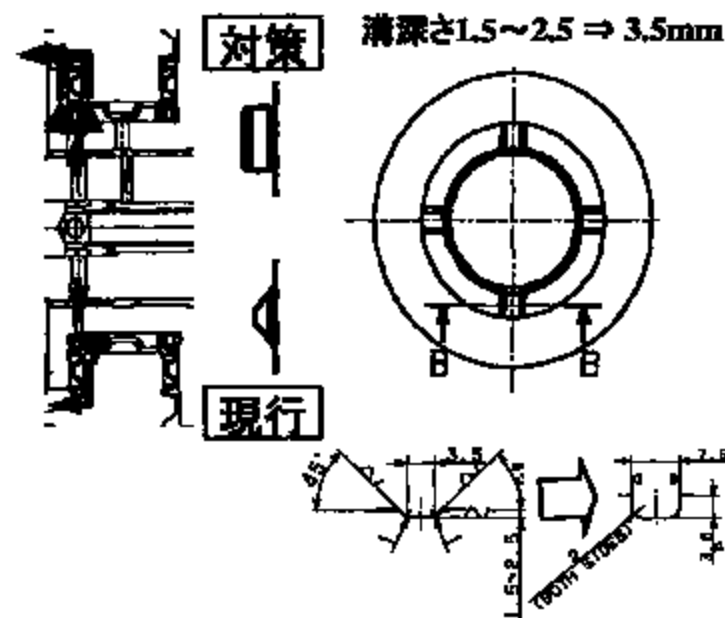
●BRG仕様違いにより、約160cc/min (@4000rpm) の差が有る。

(NTN性の方が潤滑量としては多い、現在はNTNのみ)

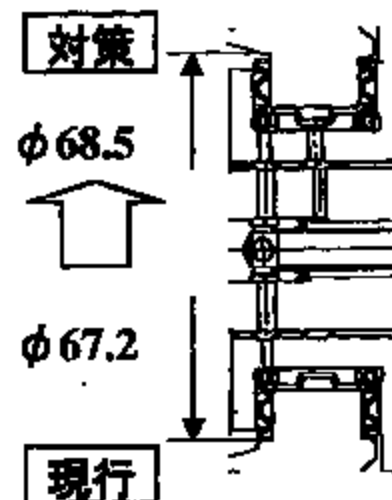
潤滑量タフネスUP仕様確認結果



●C-3 ワッシャ油溝深さUP



●C-3キヤニードルポケット部内径UP



対策仕様確認結果

ワッシャー油溝深さUPとC3キヤニードルポケット部内径UPにより

●下限の底上げ効果として約 410cc/min: @4000rpm向上

●N増し確認とネガ確認を行い、バラツキ低減と下限の底上げを目的にタフネスUPとして量産適用を行う 出図11/15

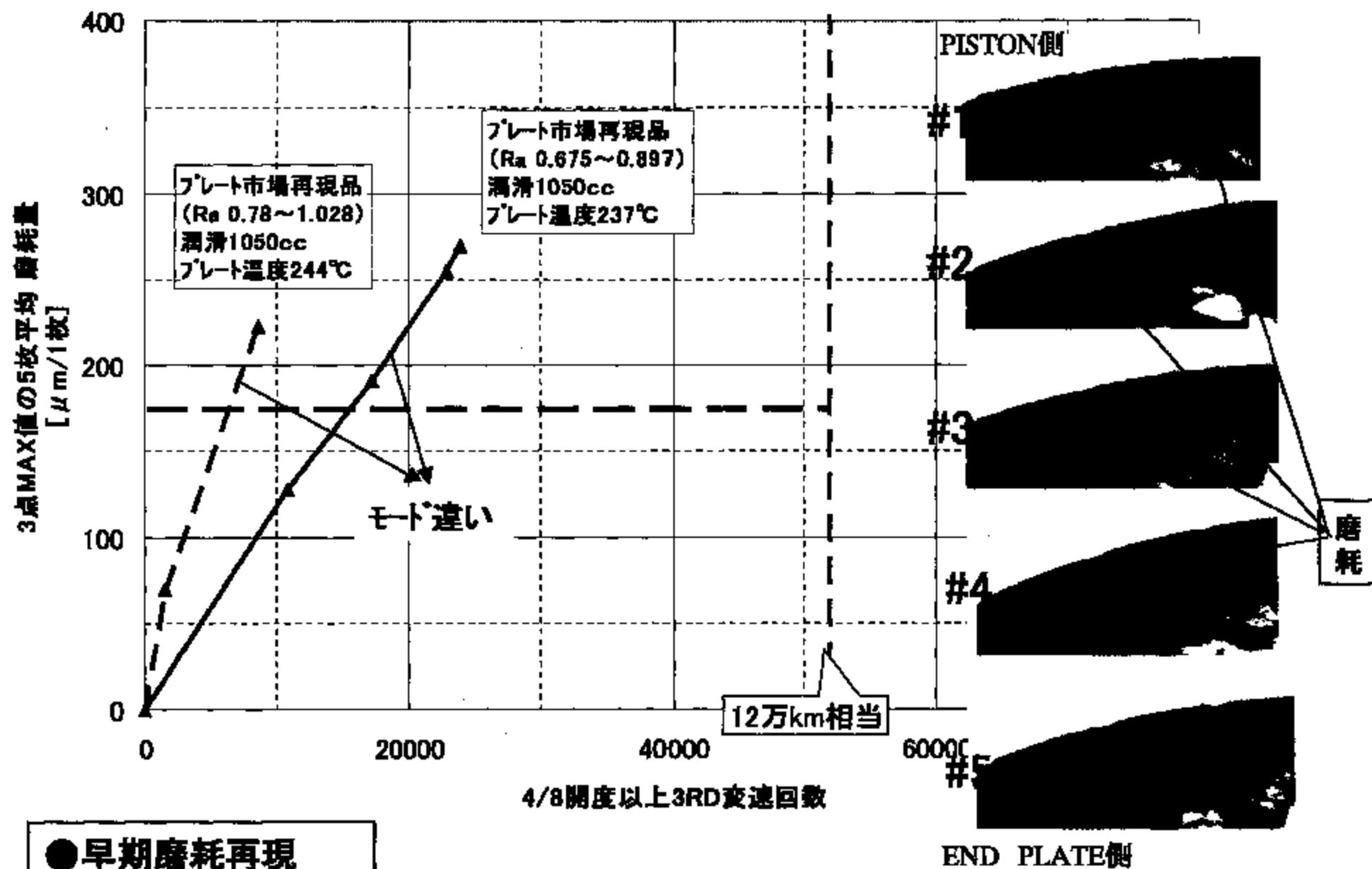
再現テスト結果

ベンチ再現結果

2→3、3→4、4→3、3→4濃縮変速モード

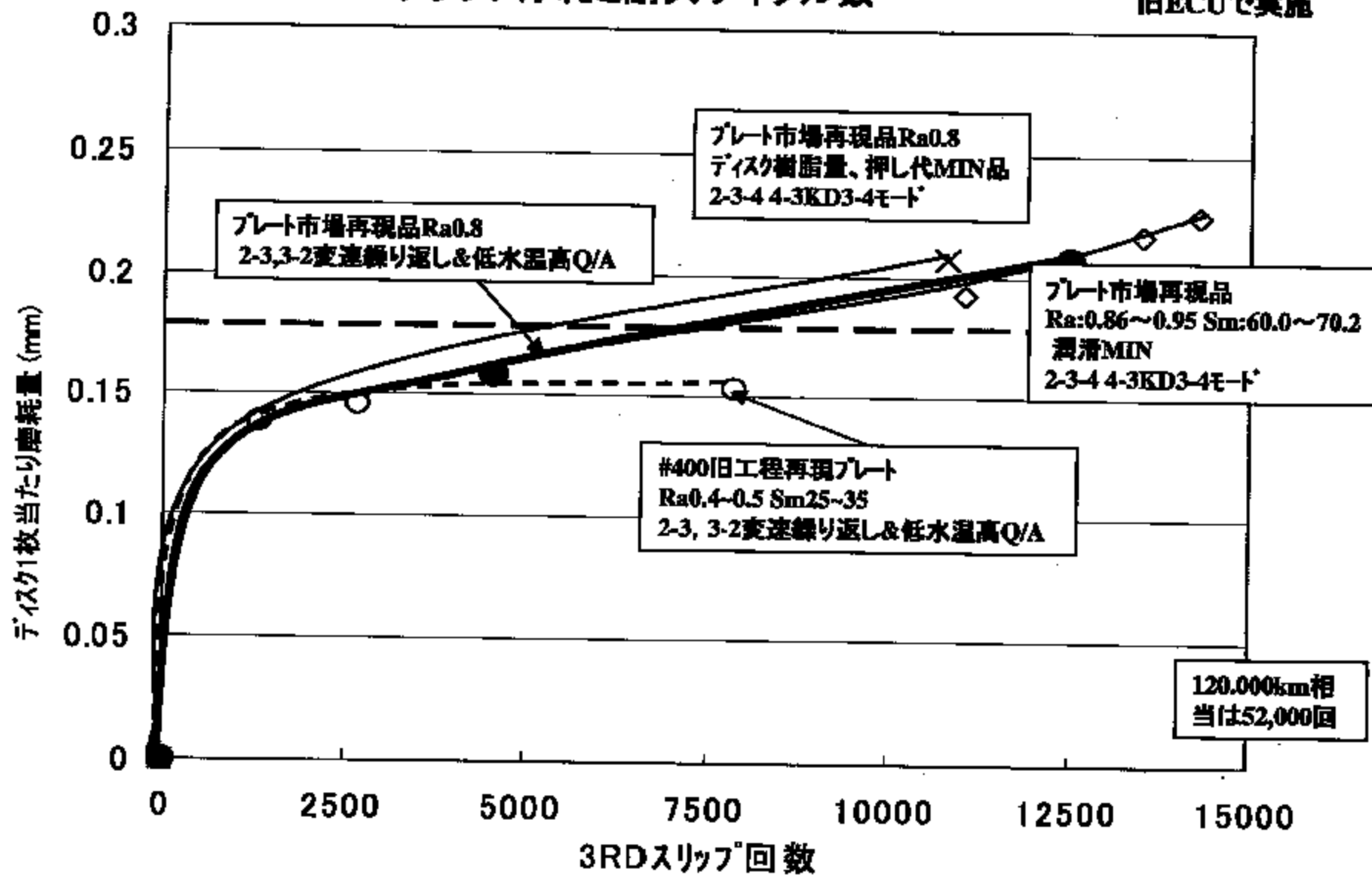
クラッチ摩耗と耐久サイクル数

旧ECUで実施



クラッチ摩耗と耐久サイクル数

旧ECUで実施

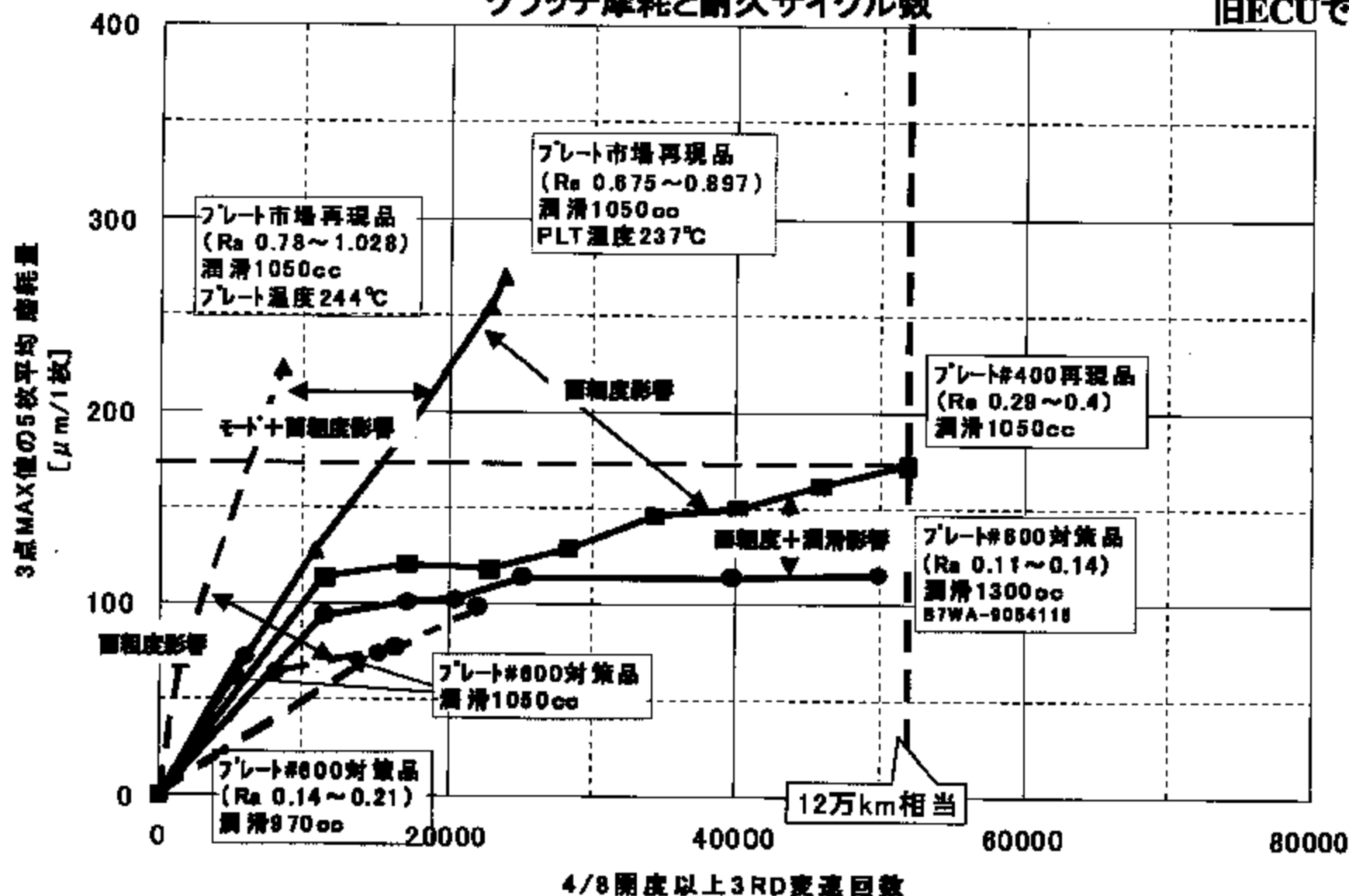


ベンチ影響度検証結果

2→3、3→4、4→3、3→4濃縮変速モード

クラッチ摩耗と耐久サイクル数

旧ECUで実施

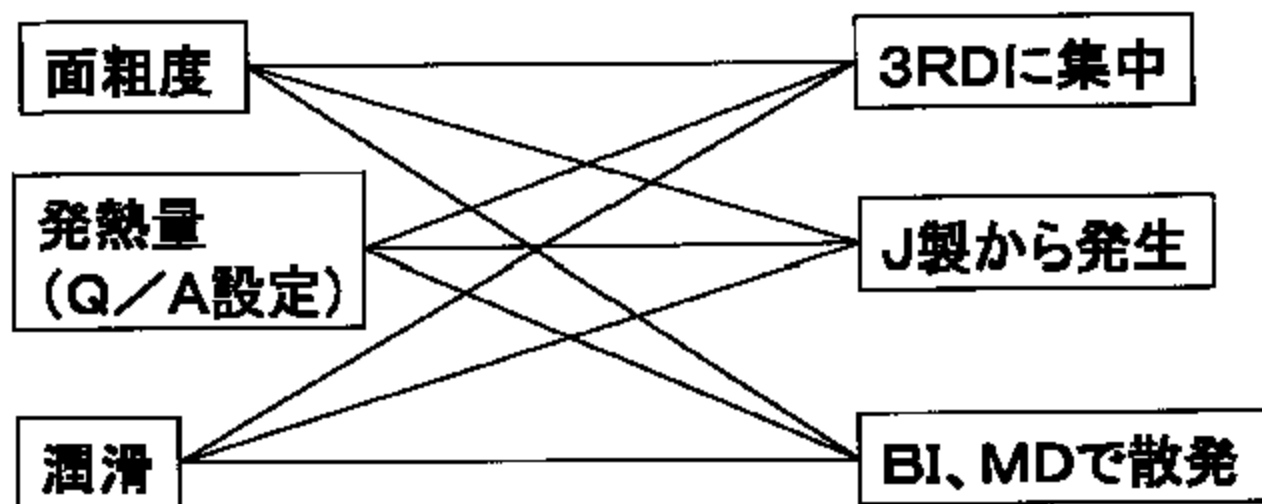


●面粗度の影響は大、合わせて潤滑、ECUの影響を明確にする。

●プレート#400再現品 (Ra0.3~0.4)と旧ECUでほぼOKとなっているが、プレートとECUの対策下限仕様の検証を行う

まとめ

- プレート#400再現品 (Ra0.3~0.4)と旧ECUでほぼOKとなっているが、プレートとECUの対策下限仕様の検証を行う ~11/15
- 発熱量が大きい事 (ECU設定)が、3RDクラッチ磨耗のベース要因であると考えられる。
- US製で急増した主原因は、『プレート面粗度が悪化』した事にある。
再現テスト結果、プレート面粗度の影響が非常に大きい事が判った。
- 潤滑量のばらつき低減と下限の底上げを行う。 出図11/15
- ベース要因である『発熱量』、及び『潤滑量』については影響度の解析を継続し、JPN製での発生/MD・BIの散发要因及び3RD集中要因を明確にする。 ~11/末



Attachment Q6-B

ID Number/Title	Summary of Objective	Start Date	End Date	Responsible Group	Findings/Conclusion
S3MA-010716-01 01M Acura CL shifting problems investigation (burnt 3rd clutch)	Find root cause of shifting problems	01/07/16	01/07/16	Honda Transmission Mfg.	Issued new request to find root cause for burnt 3rd clutch for 01 CL and 01-02 TL.
01M CL Transmission Failure (3rd Clutch Burned) Sept. 25, 2001	Finding and recognition of occurrence in the market	01/09/21	01/09/25	TIC Nakayama	Immediately make failed product available to HGT who should initiate analysis upon receipt of failed product. Proposal on positive discovery is accepted.
Analysis of Causes of CO-S (CL Type S) 3rd Clutch Burning Oct. 11, 2001	Report on results of primary analysis	01/09/26	01/10/11	42D Kawada	Proceed with further analysis.
Progress of Analysis to Causes of CO-S (CL Type S) 3rd Clutch Burning Nov. 2, 2001	Report on progress of analysis	01/10/12	01/11/02	42D Kawada	The direction to take is accepted.
Progress of Analysis to Causes of CO-S (CL Type S) 3rd Clutch Burning Dec. 6, 2001	Report on progress of analysis	01/11/05	01/12/06	42D Kawada	Verification of negative aspects and durability should be conducted with Feb 1 as the target date for countermeasure application.
Progress of Analysis to Causes of CO-S (CL Type S) 3rd Clutch Burning MM Report on Jan. 16, 2002	Report on progress of analysis	01/12/07	02/01/16	42D Kawada	Countermeasure should be taken before launching upon UA production. Shifting problems should be analyzed in detail. Report should be given next week or maybe on Quality Day (Jan 22).
Progress of Analysis of Causes of CL-S 3rd Clutch Burning MM Report on Feb. 1, 2002	Report on progress of analysis	02/01/17	02/02/01	42D Ishikawa	Verification should also focus on differences among models. We propose switching from clutch plates made in U.S. to clutch plates made in JPN as soon as possible.

ID Number/Title	Summary of Objective	Start Date	End Date	Responsible Group	Findings/Conclusion
Progress of Analysis of Causes of CL-S 3rd Clutch Burning MM Report on Feb. 18, 2002	Report on progress of analysis	02/02/04	02/02/18	42D Ishikawa	Switchover for the current models should apply from April. Recurrence prevention should be incorporated into the system. Application of all remedial items should commence on Apr 1.
MM Report on CL-S 3rd Clutch Burning March 1, 2002 HGT 42D	Report on progress of analysis	02/02/19	02/03/01	42D Ishikawa	The remedial spec should be applied to Chet vehicle to verify its effectiveness. Amount of wear should be compared with that of MDX. Consideration should be given to advanced application of Improved ECU. Report should be given on the causal relationship between occurrence rate and usage in the market, and the data should be utilized for forecast of further occurrence in the market.
MM Report on CL-S 3rd Clutch Burning Apr. 5, 2002 HGT 42D	Report on progress of analysis	02/03/04	02/04/05	42D Ishikawa	In order to prevent recurrence, the Q/A at low temperature should be specified as a requirement.
MM Report on CL-S 3rd Clutch Burning Apr. 11, 2002 HGT 42D	Report on progress of analysis	02/04/08	02/04/11	42D Ishikawa	- Ra and Rp control technique Request HTM and HRA-O to make a QAV to U.S. factory to see what is going on there.
CL/TL Clutch Wear Consideration of Market Action to Take July 18, 2002	Report upon tentative completion	02/04/12	02/07/18	42D Ishikawa	Corrective action on the line has been completed so the tentative completion report is accepted.
QAH-T Top Problem Investigation 5AT 3rd clutch burning.	Review of problem investigation and future schedule		02/10/03	Honda Transmission Mfg.	Duplication mode has not been found for 3rd clutch burning. Recent 02M Odyssey and MDX failures means the problem is a fundamental 5AT problem?

PE02-081

ID Number/Title	Summary of Objective	Start Date	End Date	Responsible Group	Findings/Conclusion
TL/CL 3rd Clutch Wear Oct. 1, 2002 HGT 42D	Japan-U.S. steering meeting. Sharing of analysis information and coordination of market action	02/07/19	02/10/04	T3 Yamanaka	Market action should focus on the transmission assembly (improved clutch plate) and ECU.
Sudden downshift summary	HTM's summary of transmission investigation for downshift to 2nd		02/10/25	Honda Transmission Mfg.	Not applicable.
3rd Clutch Analysis Summary MQ Analysis Oct. 25, 2002	Organize investigation information of actual complaint parts to support NHTSA meeting.		02/10/25	Honda Transmission Mfg.	Not applicable.
Analysis Results NHTSA Hotline Missions	Investigation transmissions from DOT hotline reports		02/10/26	Honda Transmission Mfg.	See document for disassembly inspection findings.
Sudden downshift mechanism	Organization of information for internal meeting		02/10/29	Honda Transmission Mfg.	Not applicable.
Automatic Transmission Problem	Presentation to NHTSA		02/10/31		Not applicable.
TL/CL 3rd Clutch Wear Nov. 7, 2002 T2/T3	Achievement of consensus on extended warranty	02/10/07	02/11/08	T1 Segawa	Extended warranty (worldwide action plan) is proposed to the Executive Council.
INV20020730133840 3rd clutch wear (QAH-HTM technical assistance 60)	Countermeasure request	02/07/17	02/12/20		Poor surface roughness of clutch plate and rise in clutch plate temperature due to repeated up and down shifts combined together to cause clutch wear. Countermeasures listed.

Attachment Q8

Parts Demand
PE02-081 Attachment Q8

Component Name	Part Number Svc	Honda Code	Application (Model/RY)	1995	1996	2000	2001	2002 (Thru Nov.)	Total	Jan-01	Feb-01	Mar-01
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CURRENT PART NUMBERS

WARRANTY A/T KIT	08200-P7W-040RM	HC 7372182	2000-2001 TL (Superseded parts being sold prior to the current part number are shown in the same background color.)	0	40	301	1,236	4,590	6,067	48	39	
WARRANTY A/T KIT	08200-P7W-A82RM	HC 7388075	2002-2003 TL	0	0	0	205	2,626	2,831	0	0	

SUPERSSEDED PART NUMBERS (descending order)

WARRANTY A/T KIT	08200-P7W-030RM (Superseded to 08200-P7W-040RM in Nov. 2002)	HC 7087893		0	0	0	0	0	0	0	0	
WARRANTY A/T KIT	08200-P7W-030RM (Superseded to 08200-P7W-040RM in Feb. 2002)	HC 6628817		0	0	0	838	4,611	5,190	0	0	
WARRANTY A/T KIT	08200-P7W-010RM (Superseded to 08200-P7W-030RM in July 2001)	HC 6447827		0	0	127	812	9	648	46	39	
WARRANTY A/T KIT	08200-P7W-000RM (Superseded to 08200-P7W-010RM in April 2000)	HC 6218758		0	0	174	0	0	162	0	0	

WARRANTY A/T KIT	08200-P7W-A81RM (Superseded to 08200-P7W-A82RM in Oct. 2002)	HC 7088527		0	0	0	0	961	961	0	0	
WARRANTY A/T KIT	08200-P7W-A80RM (Superseded to 08200-P7W-A81RM in Feb. 2002)	HC 6672919		0	0	0	208	1,847	1,852	0	0	

WARRANTY A/T KIT	08200-PGF-020RM (Superseded to 08200-PGF-030RM in Oct. 2002)	HC 6218758		0	0	0	0	0	0	0	0	
WARRANTY A/T KIT	08200-PGF-030RM (Superseded to 08200-PGF-030RM in Feb. 2002)	HC 6638874		0	0	0	240	2,684	2,943	0	0	
WARRANTY A/T KIT	08200-PGF-010RM (Superseded to 08200-PGF-020RM in July 2001)	HC 6447824		0	0	38	890	3	960	10	7	
WARRANTY A/T KIT	08200-PGF-000RM (Superseded to 08200-PGF-010RM in April 2000)	HC 6218758		0	0	4	0	0	4	0	0	

[illegible]

83	44	44	10	117	137	130	212	283	272	251	300	351	387	328	408	442	531	600	555
3	6	7	12	7	21	5	30	115	109	65	107	183	189	178	285	311	373	441	414

0	0	0	0	0	0	0	0	0	0	0	0	120	61	10	142	89	78	205	272
3	6	7	12	7	21	8	30	115	109	98	107	43	107	180	123	222	287	236	142

[illegible]